# *Lost Child Alert Technology Resource*

## Web-based LOCATER® 6.8 User Guide

OJJDP Office of Juvenile Justice and Delinquency Prevention
Office of Justice Programs ◆ U.S. Department of Justice

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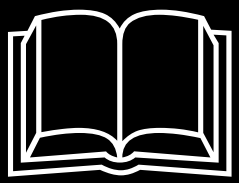

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# Introduction to the LOCATER Program

The National Center for Missing & Exploited Children® (NCMEC) is the nation's clearinghouse for the location and recovery of missing children in the United States. As a private, nonprofit organization established by the U.S. Congress in 1984, NCMEC works cooperatively with the U.S. Department of Justice's Office of Juvenile Justice and Delinquency Prevention and is a powerful, no-cost resource for law-enforcement, families and prosecutors. NCMEC's challenge is to assist local law-enforcement agencies in rapidly disseminating information about some of their most difficult cases—those involving missing and abducted children.

The **Lo**st **C**hild **A**lert **Te**chnology **R**esource **(LOCATER)** web-based program or *Web-based LOCATER® 6.8* is a template-based application that enables individual law-enforcement agencies to instantly create many different types of posters for immediate distribution. Posters can display one to eight images with descriptive text on each poster.

The LOCATER program goal is to improve law-enforcement's ability to recover missing children by providing the tools and equipment necessary to rapidly disseminate images and information among law-enforcement agencies, media, and the public. In addition, NCMEC will make its entire database of active missing- and abducted-child cases and images available to law-enforcement agencies 24 hours a day, 7 days a week, 365 days a year.

With this in mind, LOCATER has recently launched its latest feature of fax distribution. Users will not need to download any additional software, but will notice some additional buttons and functions available. Your agency can take advantage of the new fax functionality by simply clicking the enable fax button and following the instructions. To learn more about the fax capability, please review the following pages and/or visit our website, www.locaterposters.org, for answers to frequently asked questions and quick reference cards.

The goal of *Web-based LOCATER® 6.8* is to give law-enforcement agencies the capacity to create and disseminate their own posters, further improving the speed at which posters are available for use. The process is as noted below:

1. Law-enforcement agencies responsible for investigating cases of missing, abducted, or runaway children receive a film or digital photograph from a parent or guardian.

2. Using the web-based application developed by NCMEC, templates guide the user through the process of generating a new poster for local, state, and nationwide distribution.

3. The user selects a list of authorized persons and agencies in a targeted area to notify about the availability of the poster through a short electronic mail (E-mail) or fax message.

4. Agencies can also quickly send E-mail and/or faxes to the media and public as deemed appropriate.

5. Agencies can send a fax to all law enforcement agencies within a specific criteria from the National Directory of Law Enforcement Agencies (NDLEA) database.

6. The program automatically sends a copy of every missing-child poster the agency creates to the missing children's clearinghouse in the agency's state.

7. Posters can also be sent to any E-mail receivable device, such as a pager or cellular telephone.

8. Receiving law-enforcement personnel and agencies download, print in color or grayscale, and distribute posters to assist in the efforts to locate and recover missing children.

9. Once a missing child has been recovered, the user is able to use the resolve feature to notify all concerned parties.

LOCATER SET UP

# CHAPTER 1

# LOCATER SET UP

**Contents**

System Requirements
Installation Procedures
Installing Additional Software
Installing Your Web-based Security Certificate in Internet Explorer

# System Requirements

Your system must meet the following hardware and software requirements.

**TIP**: To determine the requirements on your system, **go to the *Start* menu, click *Programs*, *Accessories*, and *System Tools*. Select *System Information*.**

**Desktop and Notebook Computers**

- Windows 2000 Professional or Windows XP Operating System
- Internet Explorer 5.5, Service Pack 1 or higher
- CD-ROM drive
- Modem or Network Card with Internet connection
- Adobe Acrobat Reader 5 (also included on CD)
- Printer

For more information, please contact the LOCATER Program at 1-877-446-2632 ext. 6389.

# Installation Procedures

**Use the Steps Below to Install your Software:**

1. If your computer runs Windows 2000 Professional or Windows XP, log on to your system as a user with administrative rights. You must have administrative rights to install this software on your system.

2. Insert the *Web-based LOCATER 6.8* CD into your computer's CD-ROM drive. If the LOCATER 6.8 Installation Menu does not automatically display, go to step 3. Otherwise, skip to Step 4.

3. Use the following procedure if the Autorun Installation Menu does not display.
    a. From the desktop, **double-click on the My Computer** icon. Windows XP users may also select this from the *Start* Menu.
    b. Select your computer's CD-ROM drive. **Double-click** the drive letter to open the LOCATER 6.8 Installation CD.
    c. The Installation Menu should now appear.

4. LOCATER 6.8 Welcome screen should appear (*see* Figure 1).

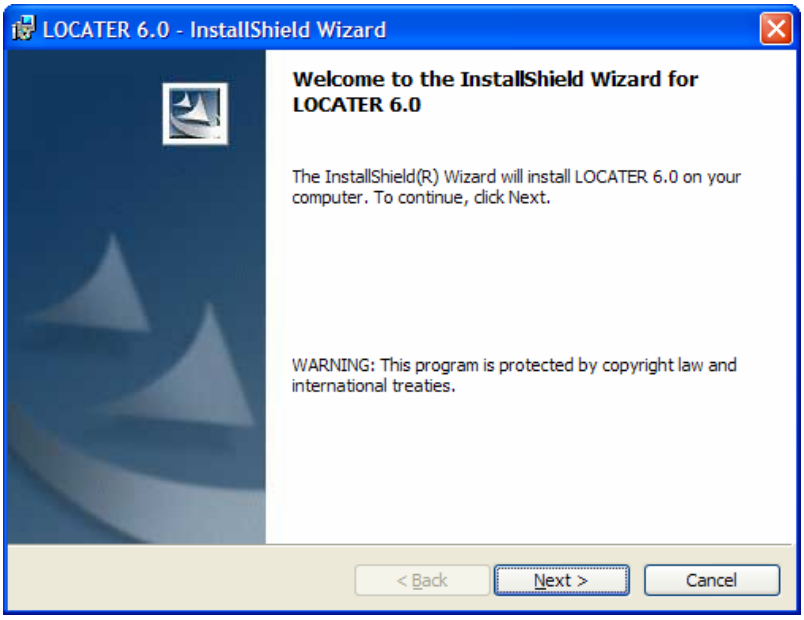

LOCATER 6.0 - InstallShield Wizard
Welcome to the InstallShield Wizard for LOCATER 6.0
The InstallShield(R) Wizard will install LOCATER 6.0 on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

Figure 1: LOCATER 6.8 – InstallShield Wizard

Click **Next** to Proceed.

5. License Agreement screen - Please read the following license agreement carefully (*see* Figure 2).

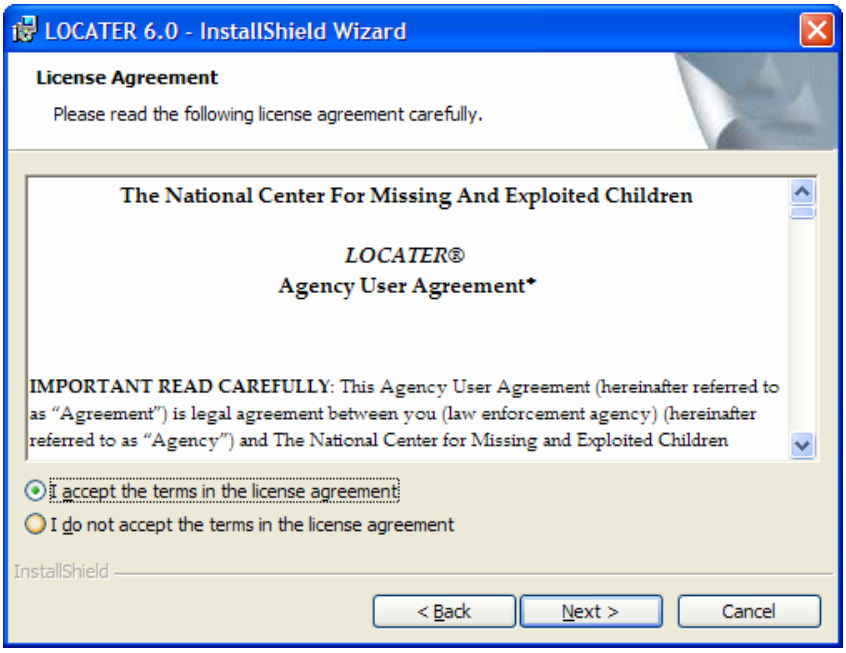

LOCATER 6.0 - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
The National Center For Missing And Exploited Children
LOCATER®
Agency User Agreement*
IMPORTANT READ CAREFULLY: This Agency User Agreement (hereinafter referred to as "Agreement") is legal agreement between you (law enforcement agency) (hereinafter referred to as "Agency") and The National Center for Missing and Exploited Children
I accept the terms in the license agreement
I do not accept the terms in the license agreement
InstallShield
< Back
Next >
Cancel

Figure 2: License Agreement

Click, **I accept the terms of the license agreement**

Click, **Next** to proceed.

6. On the **Destination Folder** screen, install LOCATER 6.8 to the default destination folder: C:\Program Files\NCMEC\LOCATER 6

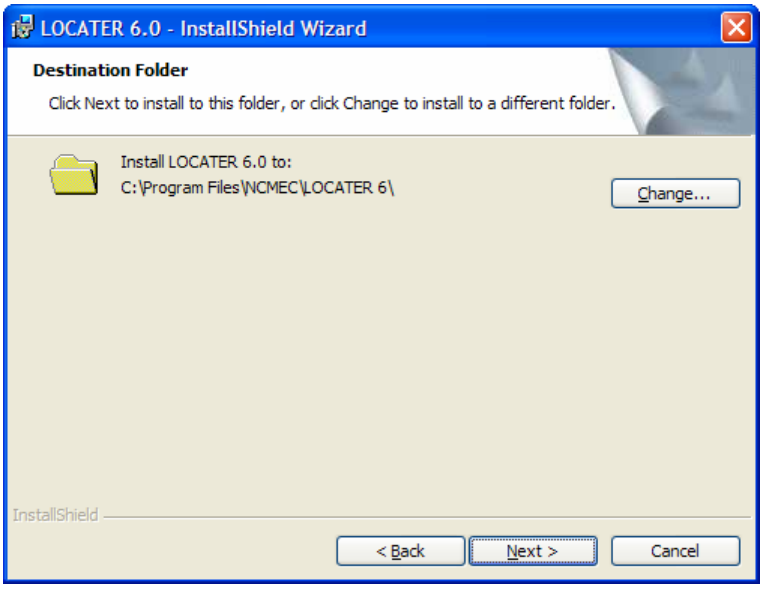

LOCATER 6.0 - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install LOCATER 6.0 to:
C:\Program Files\NCMEC\LOCATER 6\
Change...
InstallShield
< Back
Next >
Cancel

Figure 3: Choose Destination Location

Click **Next** to Proceed.

7. **Ready to Install the Program** screen.

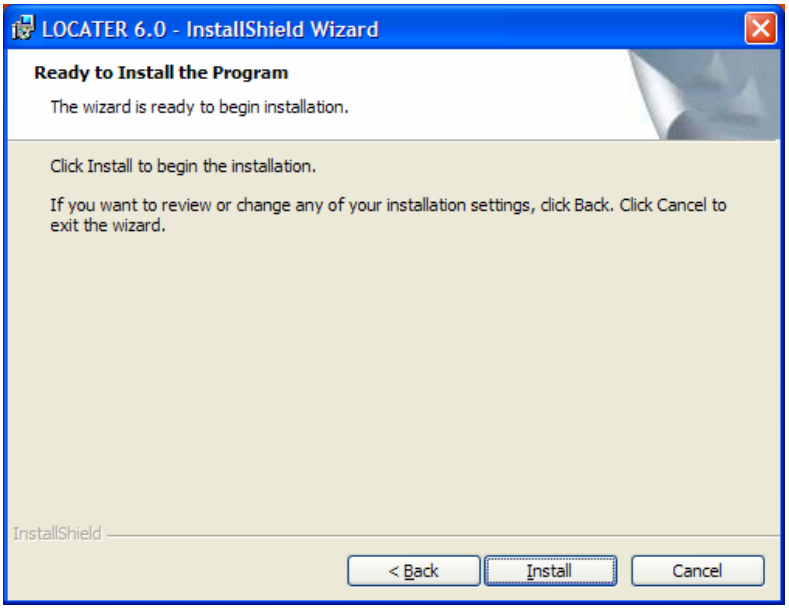

LOCATER 6.0 - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Figure 4: Ready to Install Progam

Click **Install** to Proceed.

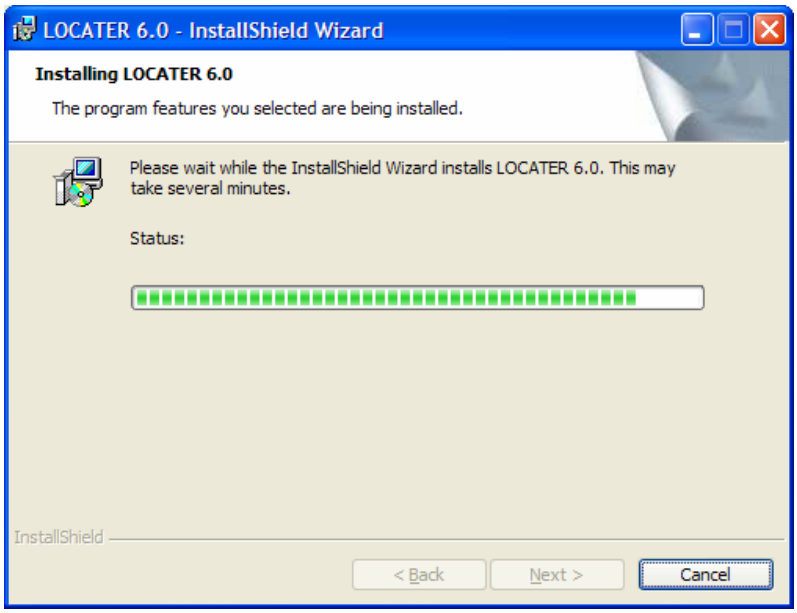

LOCATER 6.0 - InstallShield Wizard
Installing LOCATER 6.0
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs LOCATER 6.0. This may take several minutes.
Status:
InstallShield
< Back
Next >
Cancel

Figure 5: Installing LOCATER 6.8

8. **Installing LOCATER 6.8** screen – This screen allows you to monitor the automatic removal of any previous versions of LOCATER, and the subsequent upgrade installation of LOCATER 6.8.

9. Once complete, you will receive an **InstallShield Wizard Complete** screen.

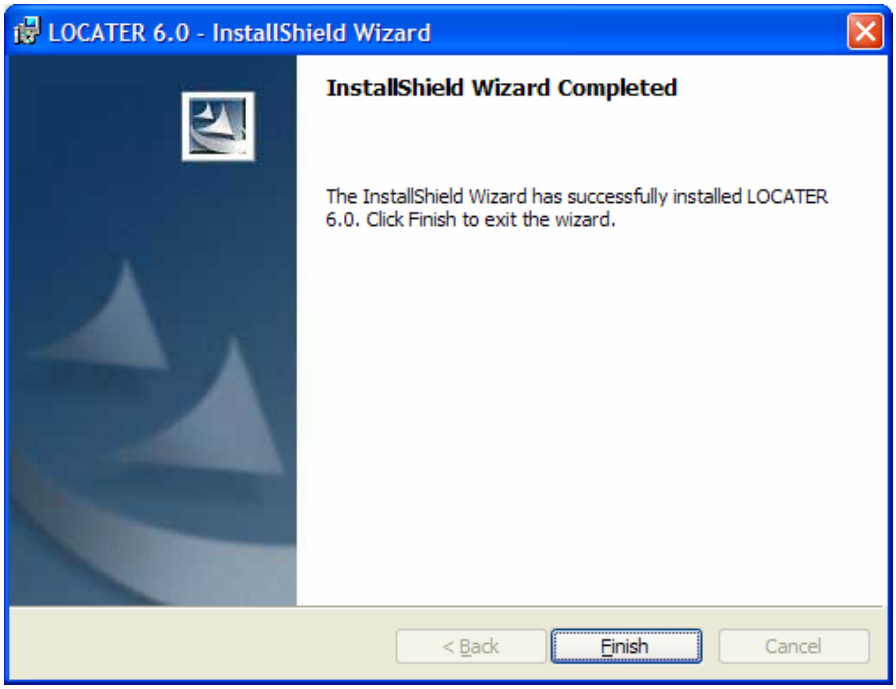

LOCATER 6.0 - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed LOCATER 6.0. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 6: InstallShield Wizard Complete

Click **Finish**.

# Installing Additional Software

The *Web-based LOCATER 6.8* CD contains optional third-party software. These applications are used to view the documentation and additional files in the LOCATER 6.8. The installation CD will walk you through each step needed to install Macromedia Flash Player 7 and Adobe® Acrobat® Reader® 6.8. Both programs will only prompt installation if you do not have this program already installed.

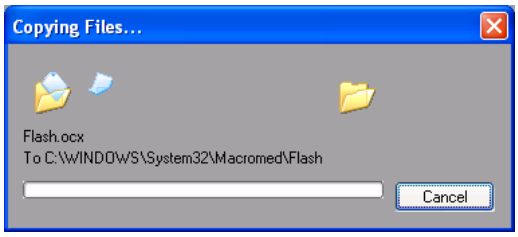
## *Installing Macromedia Flash Player 7*

1. The installation CD will prompt you if it detects that you do not already have Adobe® Acrobat® Reader® installed.

Click **Yes** to Proceed.

2. Macromedia Flash Player 7 will begin its installation process. You will see the following messages appear:

   Macromedia Flash Player 7 - Copying Files



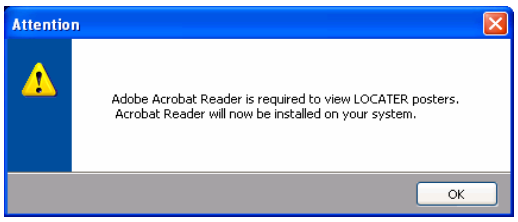

   Macromedia Flash Player 7 - Installation Complete

   Click **OK**.

**TIP:** You will only be prompted to install Adobe® Acrobat® Reader® 6.8 if you do not have this program already installed.

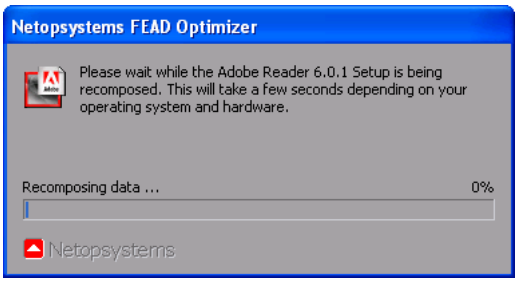
### *Installing Adobe® Acrobat® Reader® 6.0*

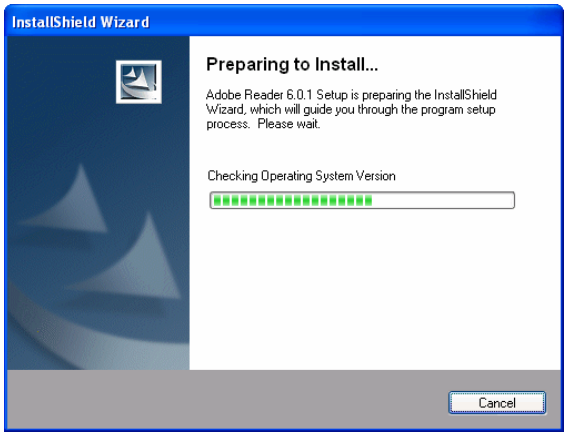
1. The installation CD will prompt you if it detects that you do not already have Adobe® Acrobat® Reader® installed.

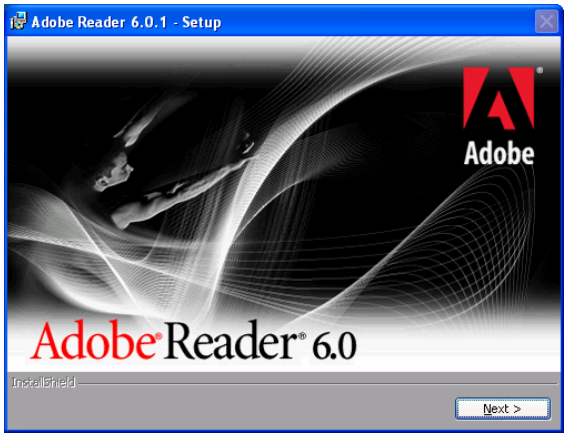

Attention
Adobe Acrobat Reader is required to view LOCATER posters.
Acrobat Reader will now be installed on your system.
OK

   Click **OK** to proceed.

2. Adobe® Acrobat® Reader® 6.0 will begin its installation process. You will see the following screens appear:

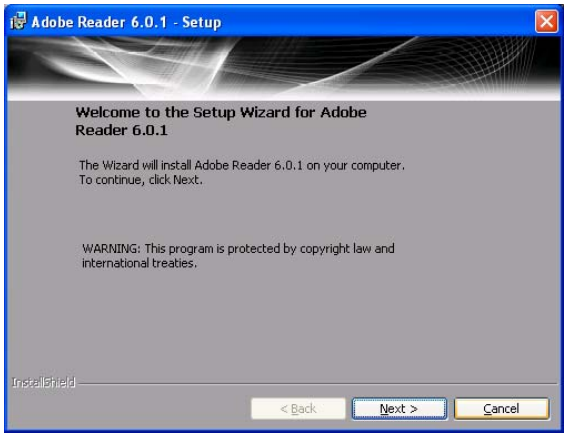

Netopsystems FEAD Optimizer
Please wait while the Adobe Reader 6.0.1 Setup is being recomposed. This will take a few seconds depending on your operating system and hardware.
Recomposing data ...
0%
Netopsystems


InstallShield Wizard
Preparing to Install...
Adobe Reader 6.0.1 Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
Checking Operating System Version
Cancel



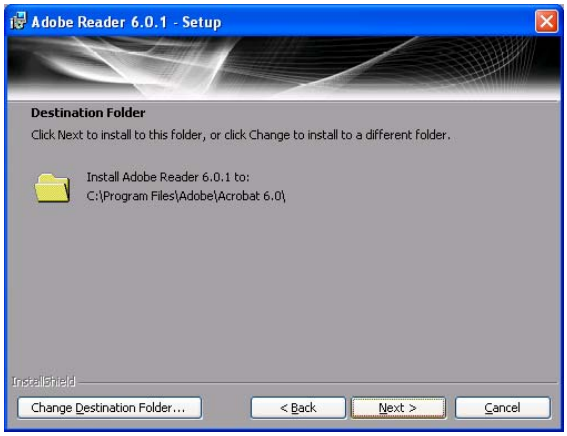

Click **Next** to proceed.

3. Adobe Reader 6.0.1 - Setup screen


Adobe Reader 6.0.1 - Setup
Welcome to the Setup Wizard for Adobe Reader 6.0.1
The Wizard will install Adobe Reader 6.0.1 on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
InstallShield
< Back
Next >
Cancel

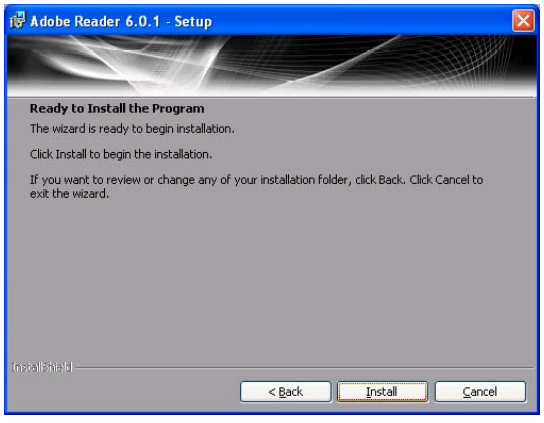
Click **Next** to Proceed.

4. Adobe Reader 6.0 Setup - Destination Folder screen


Adobe Reader 6.0.1 - Setup
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install Adobe Reader 6.0.1 to:
C:\Program Files\Adobe\Acrobat 6.0\
InstallShield
Change Destination Folder...
< Back
Next >
Cancel

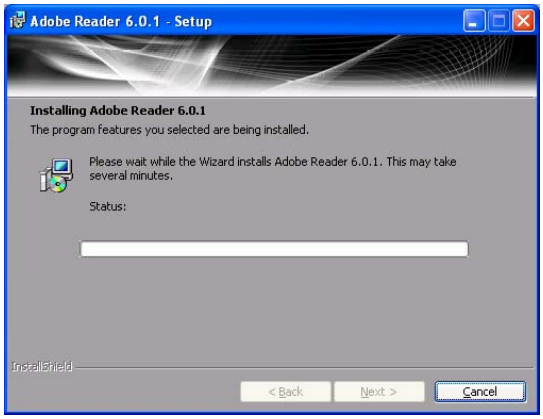
Click **Next** to Proceed.

5. Adobe Reader 6.0 Setup - Install screen

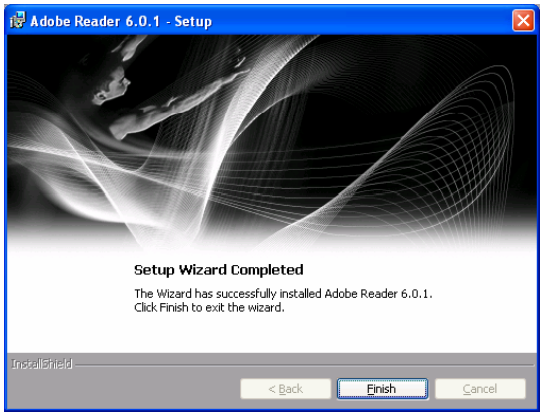

Adobe Reader 6.0.1 - Setup
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation folder, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Click **Install** to Proceed.

6. Adobe Reader 6.0 Setup - Status
   The following screen will appear to allow you to monitor the installation process of Adobe 6.0.


Adobe Reader 6.0.1 - Setup
Installing Adobe Reader 6.0.1
The program features you selected are being installed.
Please wait while the Wizard installs Adobe Reader 6.0.1. This may take several minutes.
Status:
InstallShield
< Back
Next >
Cancel

7. Adobe Reader 6.0 Setup - Installation Complete
   Once the installation is complete, you will see the following screen.




Click **Finish**.

Once you complete the installation of Web-based LOCATER 6.8, Macromedia Flash 7, and Adobe Acrobat Reader, you will need to install your Security Certificate that will enable you to access the LOCATER 6.8 site.

# *Installing Your Web-Based Security Certificate in Internet Explorer*

1. Open the Internet Explorer browser window. Go to **Tools** and select **Internet Options** (*see* Figure 7).

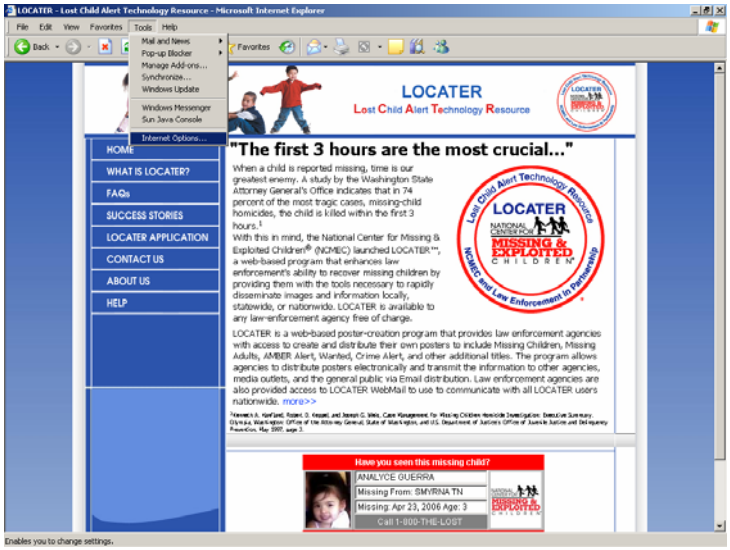

LOCATER - Lost Child Alert Technology Resource - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Mail and News
Pop-up Blocker
Manage Add-ons...
Synchronize...
Windows Update
Windows Messenger
Sun Java Console
Internet Options...
LOCATER
Lost Child Alert Technology Resource
HOME
WHAT IS LOCATER?
FAQs
SUCCESS STORIES
LOCATER APPLICATION
CONTACT US
ABOUT US
HELP
"The first 3 hours are the most crucial..."
When a child is reported missing, time is our greatest enemy. A study by the Washington State Attorney General's Office indicates that in 74 percent of the most tragic cases, missing-child homicides, the child is killed within the first 3 hours.
With this in mind, the National Center for Missing & Exploited Children® (NCMEC) launched LOCATER™, a web-based program that enhances law enforcement's ability to recover missing children by providing them with the tools necessary to rapidly disseminate images and information locally, statewide, or nationwide. LOCATER is available to any law-enforcement agency free of charge.
LOCATER is a web-based poster-creation program that provides law enforcement agencies with access to create and distribute their own posters to include Missing Children, Missing Adults, AMBER Alert, Wanted, Crime Alert, and other additional titles. The program allows agencies to distribute posters electronically and transmit the information to other agencies, media outlets, and the general public via Email distribution. Law enforcement agencies are also provided access to LOCATER WebMail to use to communicate with all LOCATER users nationwide. more>>
Have you seen this missing child?
ANALYCE GUERRA
Missing From: SMYRNA TN
Missing: Apr 23, 2006 Age: 3
Call 1-800-THE-LOST
Enables you to change settings.

Figure 7: Internet Explorer Browser Window

2. Under **Internet Options**, click on the **Content** tab. In the **Certificates** section, click the **Certificates** radio button (*see* Figure 8).

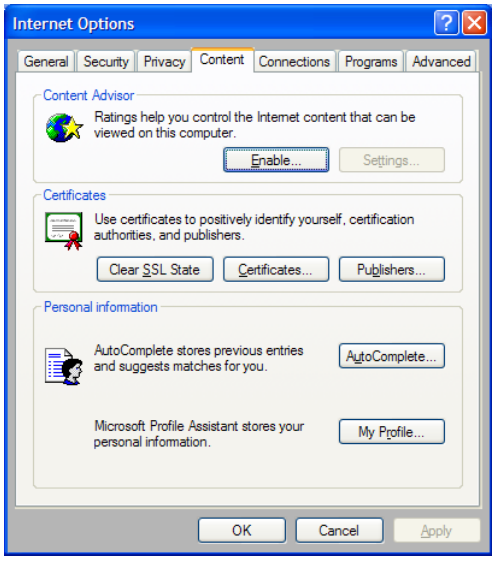



Figure 8: Internet Options- Certificate

3. The Certificates window will appear (*see* Figure 9). Click **Import** to open the Certificate Import Wizard. Click **Next** to Continue.

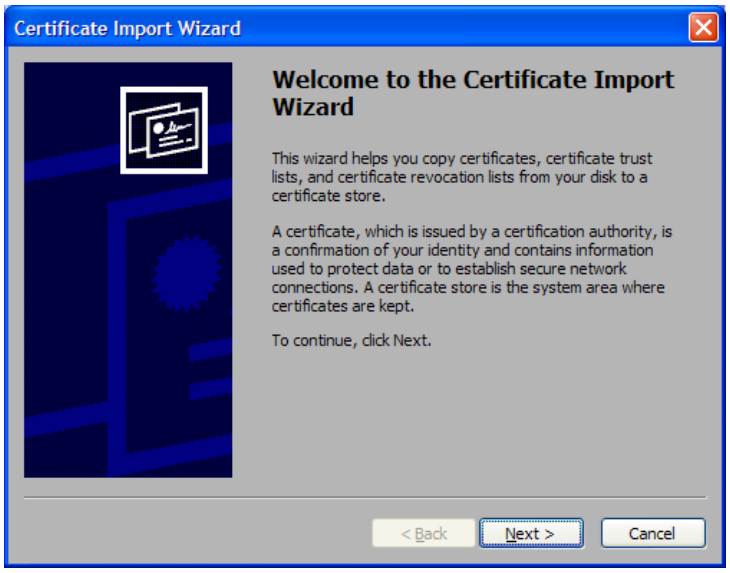

Certificate Import Wizard
Welcome to the Certificate Import Wizard
This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.
To continue, click Next.
< Back
Next >
Cancel

Figure 9: Certificate Import Wizard - Welcome

4. The File to Import window will appear. Click the **Browse** button to select your agency's certificate.

5. Select **Open**. **Look in** your **CD-ROM drive,** and Open the folder named **Certificates** (*see* Figure 10 ).

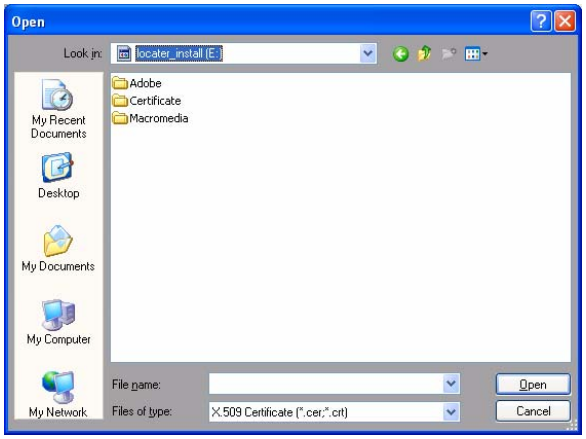



Figure 10: Open - Look in CD-ROM drive

6. You will need to make sure the Files of type option states: All Files {*.*}, so you will be able to view your certificate. Select your **Certificate** and click **Open** (*see* Figure 11).

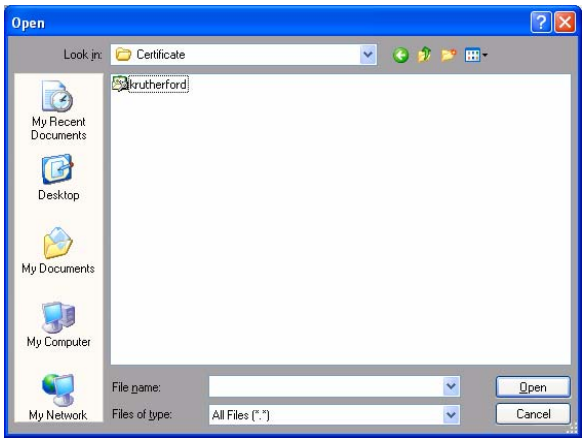



Figure 11: Open Certificate Folder

The File to Import window will appear (*see* Figure 12).

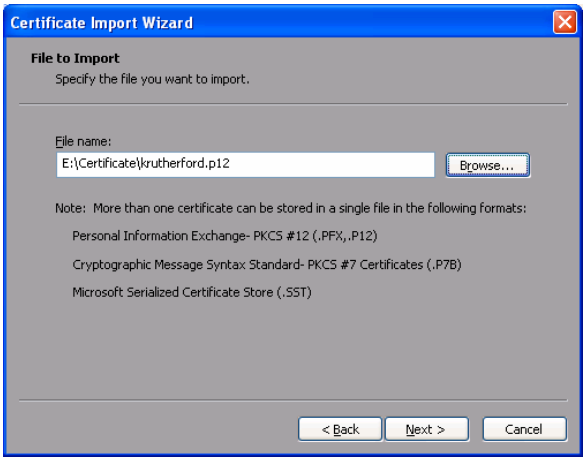

Certificate Import Wizard
File to Import
Specify the file you want to import.
File name:
E:\Certificate\krutherford.p12
Browse...
Note: More than one certificate can be stored in a single file in the following formats:
Personal Information Exchange- PKCS #12 (.PFX,.P12)
Cryptographic Message Syntax Standard- PKCS #7 Certificates (.P7B)
Microsoft Serialized Certificate Store (.SST)
< Back
Next >
Cancel

Figure 12: Certificate Import Wizard - File to Import

Click **Next** to continue.

7. The Password screen will appear (*see* Figure 13).

   **Note: To obtain your password for this screen, you will need to contact the LOCATER Help Desk at 1-877-446-2632 ext 6389.**

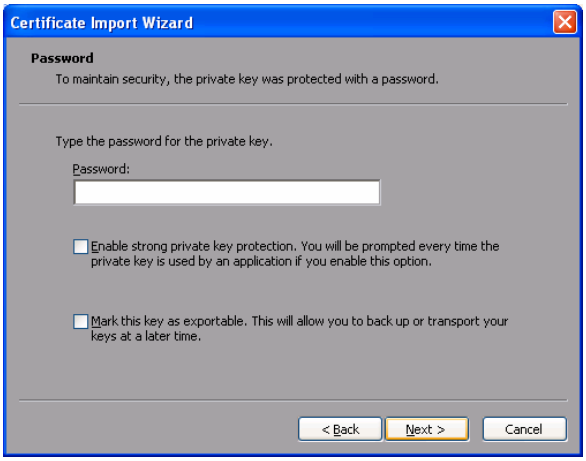

Certificate Import Wizard
Password
To maintain security, the private key was protected with a password.
Type the password for the private key.
Password:
Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.
Mark this key as exportable. This will allow you to back up or transport your keys at a later time.
< Back
Next >
Cancel

Figure 13: Certificate Import Wizard - Password Screen

After you have received the Password from the LOCATER Help Desk, enter the password into the Password field. Click **Next** to Proceed.

8. The Certificate Store screen will appear (*see* Figure 14). Select **Place all certificates in the following store**.

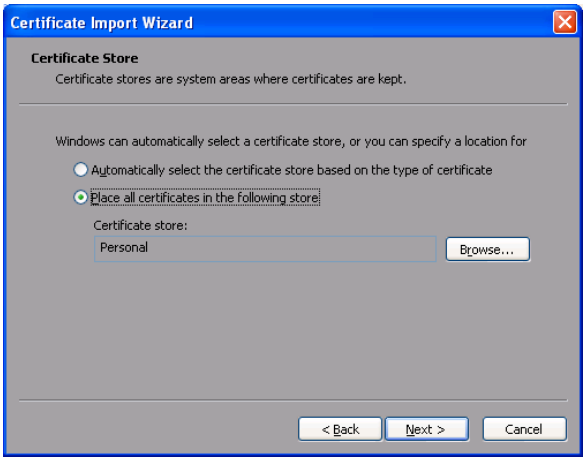

Certificate Import Wizard
Certificate Store
Certificate stores are system areas where certificates are kept.
Windows can automatically select a certificate store, or you can specify a location for
Automatically select the certificate store based on the type of certificate
Place all certificates in the following store
Certificate store:
Personal
Browse...
< Back
Next >
Cancel

Figure 14: Certificate Import Wizard - Certificate Store

Click **Next** to Proceed.

9. The Completing the Certificate Import Wizard screen will appear (*see* Figure 15).

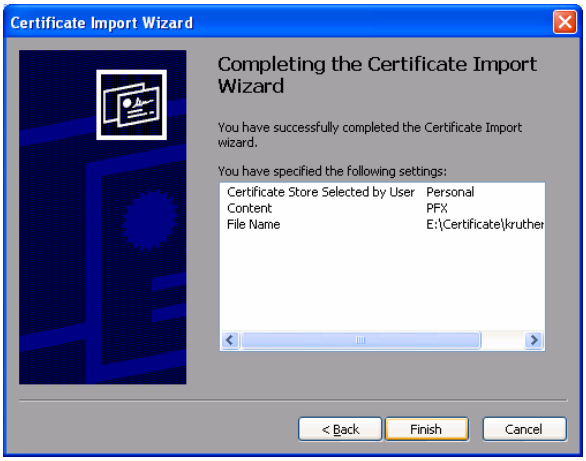



Figure 15: Completing the Certificate Import Wizard

Click **Finish**.

10. The Import was Successful pop-up box will appear. Click **OK** to return to the Certificates window. Click **Close**. Click **OK** to close the Internet Options window.

**You are now ready to create a Web-based LOCATER 6.8 poster!!!**

LOCATER Basics

# CHAPTER 2

# LOCATER Basics

LOCATER® *6.8*

**Contents**

Thought to Remember
LOCATER Homepage
LOCATER Resources
- Agency Information
- Fax Enabling
- Fax Manager Options
- Fax Invoice & Plan

Law Enforcement Resources
- Contacts
- General Publications
- Investigative Guides
- Leads Management Database
- NCMEC Publications
- Policies

LOCATER Message Window

# Thought to remember

To keep the process of creating your poster simple, it is best to scan and save your photo image files to your computer before you begin the creating a poster. In addition, make a note of where these photo files are saved, as you will need to recall this when it is time to add the photo(s) to your poster.

## LOCATER Homepage

During the set-up process, two icons will appear on your desktop: LOCATER 6.8 and LOCATER Support Center.

To begin creating your poster**, double-click on the LOCATER 6.8 icon**. When the *Client Authentication* window appears, **select** your certificate. **Click *OK***. You should now be on the LOCATER home page.

On the LOCATER home page, you will see that it is divided into several sections: *LOCATER Help*, *Law Enforcement Resources*, *LOCATER Message Window*, *Create a New Poster*, *Search Existing Posters* and *Webmail Login*.

- In the *LOCATER Resources* section, there is a drop-down menu with the following functions: *Agency Information*, V*iew LOCATER User Guide*, and *View LOCATER Tutorial*.
- In the Law Enforcement Resources section, there is a drop-down menu with the following resources: *Contacts*, *General Publications*, *Investigative Guides*, *Leads Management Database*, *NCMEC Publications*, and *Policies*.
- In the *LOCATER Message Window* section, if there are any program updates or important notices, a message from LOCATER will be displayed.
- In the *Create a New Poster* section, this is where you would begin the poster creation process.
- In the *Search for Posters* section, this is where you would search for existing created posters to view or edit.
- In the *Webmail Login* section, this is a shortcut to access your agency LOCATER Webmail account.

## LOCATER Resources Function Descriptions

1. *Agency Information* – This function allows you to update your default agency information. All changes you make will be reflected on any additional posters created and will be seen by all LOCATER users. Additionally this function allows you to manage your Fax Distribution options which can be found on the right side toolbar within Agency Information, Enable Fax, Fax Manager, Fax Invoice & Plan, E-Mail Manager, Webmail Login.
    - Enable Fax- This option will be displayed in red until the enabling process (see page 24 for setup procedures) has been complete. Once fax has been enabled, an agency will be able to fax to law enforcement agencies listed in the National Directory of Law Enforcement Agencies (NDLEA) database and will be grayed out.

- Fax Manager- This option allows an agency to add, update, delete and upload fax numbers into an address book.
- Fax Invoice & Plan- This option allows an agency to have the ability to review the fax plan settings and current balance of fax distribution billing.
- E-Mail Manager- This option allows an agency to update the default e-mail addresses for receiving LOCATER posters.
- Webmail Login- This option provides a quick link for an agency to log into their LOCATER Webmail address.

If you share your LOCATER system with other agencies, it would be best to change the applicable agency information as each individual poster is created as opposed to updating the default agency information. **For additional instructions on how to change agency information for each specific poster, refer to page 43.**

2. *View LOCATER User Guide* – This function allows you to view and print a hard copy of the LOCATER User Guide.

3. *View LOCATER Tutorial* – This function is currently under construction, however, when it is completed users will be able to observe the creation of a test poster.

## To Enable your Fax Distribution feature:

From the LOCATER homepage,

- Under LOCATER Resources, choose Agency Information.
- On the right side toolbar, choose **Enable Fax**.

LOCATER
Lost Child Alert Technology Resource
Locater
LOCATER Management
LOCATER Resources:
Agency Information
Law Enforcement Resources:
Default Agency Information
Country Agency Belongs To : United States
Language : English
Please enter your Locater ID number: (based on ORI)
LOVA1231222
Please enter the name of your organization, department, or other identifier:
National Center for Missing & Exploited Children
Please enter the person or department name to contact in response to a poster:
Locater Program
Please enter the telephone number to call in response to a poster:
1-877-843-5678
1-877-THE-LOST
Please enter your fax number:
703-549-2250
Please enter your 5 digit zip code:
22314
Please select the state/province where your agency belongs to:
Virginia
Save
Close
Enable Fax
Fax Manager
Fax Invoice & Plan
E-Mail Manager
Webmail Login
Copyright © 2006 National Center for Missing & Exploited Children. All rights reserved.

Figure 16: LOCATER Management: Agency Information

- There are two links on this page. The first is the "How to apply for fax account" and "Protus Credit Application Form". During activation, please review each link thoroughly.

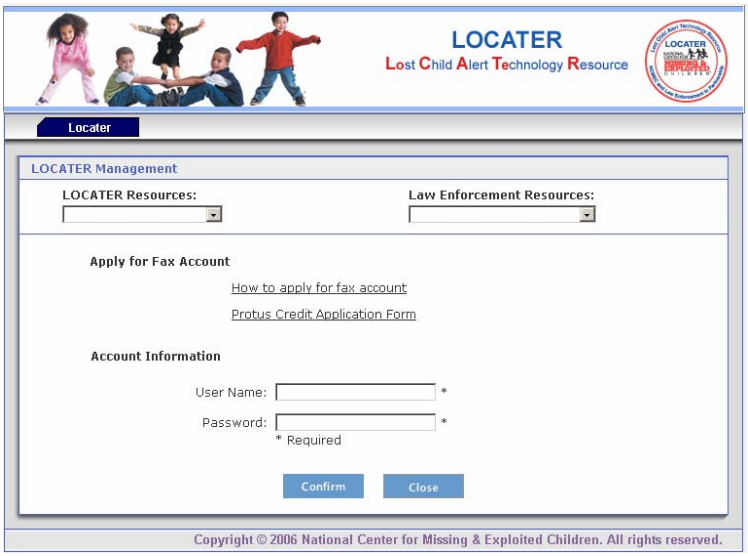



Figure 17: LOCATER Mangerment: Fax Enabling

- Click on the **How to apply for fax account** link, you will be prompted with an informational display of the fax account creation process.

  The process for creating fax accounts:
  1. Complete the Protus Credit Application Form and fax into my MyFax toll-free fax number at 1-866-260-7197.
  2. Once received, Protus Client Services will create the account and an auto-generated email will be sent containing the attached Term and Conditions. The account owner must click on the hyperlink within that email to agree to those terms and conditions and thus unlock the account.
  3. Once unlocked, Client Services will fully activate the account and send a Welcome email with the new UserID. Also sent will be an auto-generated email requesting that the account owner assign a password by clicking on a link.

- Click **OK**.

- Click on the **Protus Credit Application Form** link, the application form will open in Adobe Acrobat Reader. You will need to complete the form by using the print option within Adobe Acrobat Reader and fax into MyFax at 1-866-260-7197.

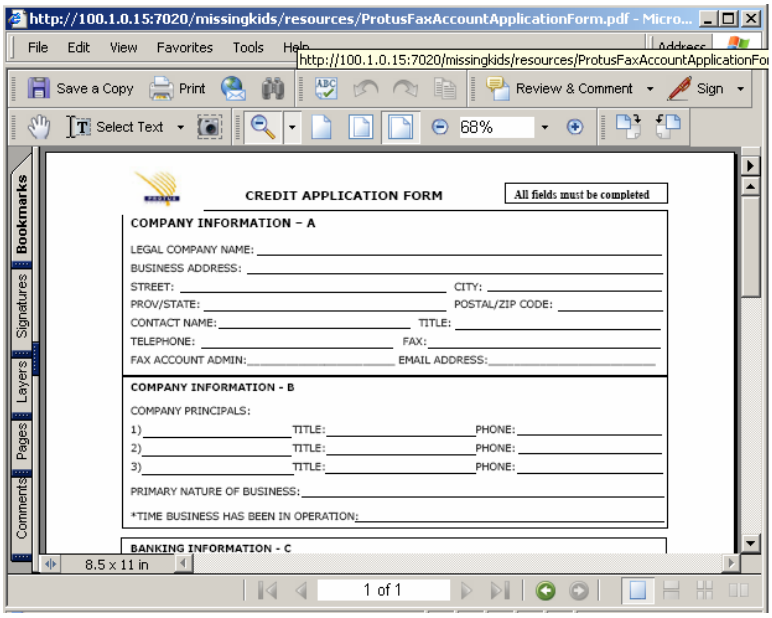



Figure 18: Protus Credit Application Form

- To close the application form, click the top right **X** of Adobe Acrobat Reader.

- Once you receive the auto-generated email with the Terms and Conditions, you will need to unlock the account by agreeing to the terms and conditions.

- After the account is unlocked, you will receive an email requesting that the account owner assign a password by clicking on a link.

- Enter your **User Name** and **Password** in the *Account Information* of the Fax Enabling screen.

- Click **Confirm**. The page will refresh and return you to the LOCATER Management: Default Agency Information page.

*Note: You have successfully enabled your fax account when the right toolbar option for **Enable Fax** is grayed out.

LOCATER
Lost Child Alert Technology Resource
Locater
LOCATER Management
LOCATER Resources:
Agency Information
Law Enforcement Resources:
Default Agency Information
Country Agency Belongs To : United States
Language : English
Please enter your Locater ID number: (based on ORI)
LOVA1231222
Please enter the name of your organization, department, or other identifier:
National Center for Missing & Exploited Children
Please enter the person or department name to contact in response to a poster:
Locater Program
Please enter the telephone number to call in response to a poster:
1-877-843-5678
1-877-THE-LOST
Please enter your fax number:
703-549-2250
Please enter your 5 digit zip code:
22314
Please select the state/province where your agency belongs to:
Virginia
Save
Close
Enable Fax
Fax Manager
Fax Invoice & Plan
E-Mail Manager
Webmail Login
Copyright © 2006 National Center for Missing & Exploited Children. All rights reserved.
Figure 19: LOCATER Management- Agency Information

- Click **Close**. You will be returned to the LOCATER 6.8 homepage.

## Fax Manager Options:

From the LOCATER 6.8 homepage,

- Under **LOCATER Resources**, choose ***Agency Information***.
- On the right side toolbar, choose **Fax Manager**.
- The *Set up Fax Number* page will appear. From this page, a user can add, update, delete and upload either a .xls or .fxd file format of information.

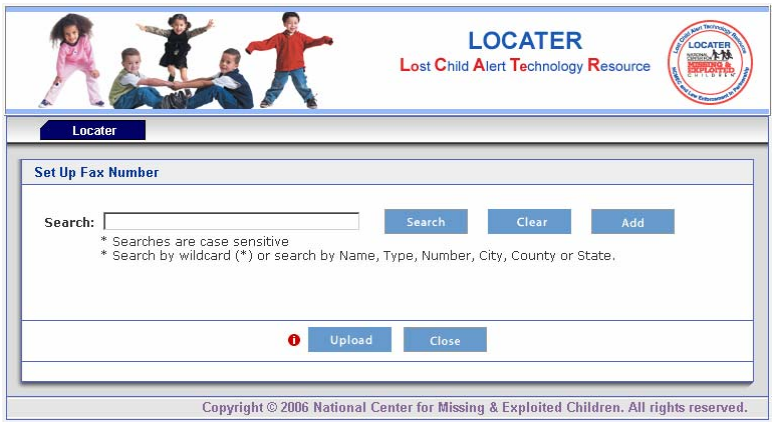


Figure 20: Setup Fax Number

To create a Fax Address Book,

From the Set up Fax Number page,

- Click **Add**.
- The **Add/Edit Fax Number** menu will appear. The user can now add and update fax information.

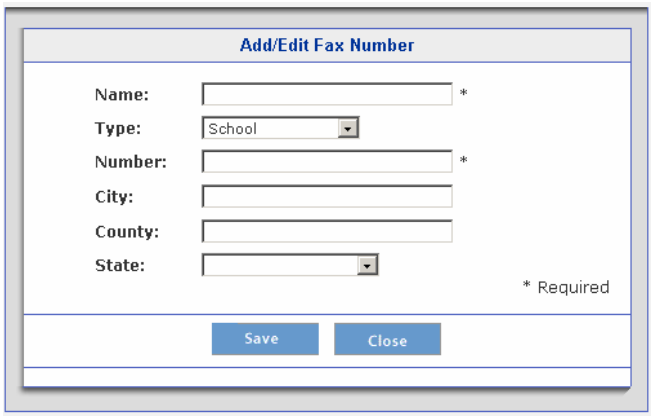



Figure 21: Add/Edit Fax Number

- Enter in the appropriate information needed. The fields ***** are required fields.
- Click **Save** to store the appropriate address book information or click **Close** to exit this screen.

To Search your Fax Address Book,

From the Set up Fax Number page,

- Enter your Search Criteria and Click **Search**.

* **REMINDER: ALL TEXT AREAS OF *Web-based LOCATER® 6.8* ARE CASE SENSITIVE.** If you typed the name of the person missing as *John Doe*, you cannot search for the poster by the name *JOHN DOE* with all CAPS and vice versa.

To Upload a Fax Address Book,

From the Set up Fax Number page,

- Click **Upload**

***Only .xls and .fxd files can be uploaded into the address book.** The .fxd file is the file format generated from LOCATER 5.6 Version. The fax file format for uploading an Excel (.xls) file is demonstrated in the picture below. The field names and order must be imported exactly as pictured.

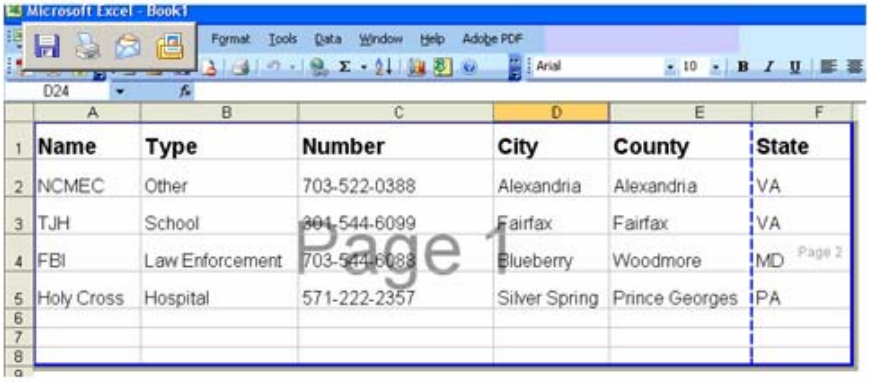

Microsoft Excel - Book1
Format Tools Data Window Help Adobe PDF
Arial 10
D24
A B C D E F
1 Name Type Number City County State
2 NCMEC Other 703-522-0388 Alexandria Alexandria VA
3 TJH School 301-544-6099 Fairfax Fairfax VA
4 FBI Law Enforcement 703-544-6088 Blueberry Woodmore MD
5 Holy Cross Hospital 571-222-2357 Silver Spring Prince Georges PA
6
7
8
Page 1
Page 2

Figure 22: Fax Upload Worksheet Format

- **Browse** for the saved file format.
- Click **Open**, then **Upload**. If the file is in the incorrect format or cannot be read, you will be displayed with an error message.
- When finished, click **Close**.

To exit the Fax Manager options,

- Click **Close** and you will return to the Agency Information page.

## Fax Invoice & Plan

An agency can view their usage of the fax distribution at any time.

- From the Agency Information or right side toolbar, **click *Fax Invoice & Plan***.
- Choose the date range you wish to view.
- **Click *View***.

The displayed information will provide an agency the fax usage of the poster types, the NCMEC terms of free fax allowance, number of faxes sent to date, and the number of faxes charged for. You will then be supplied with the total amount of billable faxes and your current balance.

LOCATER
Lost Child Alert Technology Resource
Locater
LOCATER Management
LOCATER Resources:
Agency Information
Law Enforcement Resources:
Fax Invoice and Plan
View Past Usage:
Between 06/15/2006
And 06/28/2006
View
Fax Usage | Paid by NCMEC | Number of Faxes Sent | Faxes charged
Amber Alert | (Unlimited) | 31 | 0
Missing Children | 10 Pages / Poster | 78 | 1
Other type | | 134 | 134
Total faxes for the period | | 243 |
Total faxes w/applied charges($0.05/fax) | | | 135
Fax Usage | Faxes charged
Total faxes w/applied charges($0.05/fax) | 135
Balance Due | $ 6.75
Close
Copyright © 2006 National Center for Missing & Exploited Children. All rights reserved.

Figure 23: LOCATER Management- Fax Invoice and Plan

To close the Fax Invoice and Plan window, **click *Close***.

## Law Enforcement Resources Function Descriptions

### Contacts

A collection of documents that provide law enforcement with contact information for different agencies.

1. Bureau of Vital Statistics- This document provides the state contact information for access to where the birth, death, marriage, or divorce information of an individual.

2. Crimes Against Children Coordinator- This document provides the contact information for all Crimes Against Children Coordinators of the Federal Bureau of Investigation (FBI).

3. Department of Education State Agency Contacts- This document provides the contact information for all State Superintendent's.

4. Family Resource Contact List-

5. Government Resource Website List- This document provides website links for the US Department of Education, US Department of Health and Human Services, US Department of Justice, US Department of Treasury and the US Secret Service.

6. Non Profit Missing Children Organization- This document provides the contact information of nonprofit organizations under The Association of Missing and Exploited Children's Organizations (AMECO) that provide a wide range of services for missing and exploited children.

7. State Amber Plan Contacts- This document provides the contact information of State Amber Plan Contacts.

8. State Missing Child Clearinghouse Contacts- This document provides the contact information of the State Missing Child Clearinghouse Contacts.

## General Publications

A collection of publications that outline resource centers for law enforcement.

1. Child Advocacy Centers- Public listing of different state and local advocacy centers throughout the United States.

2. Forum: International Abductions- Information regarding the international forums conducted by the International Center for Missing & Exploited Children.

3. UCCJEA- The uniform Child-Custody Jurisdiction and enforcement Act provided by the Office of Juvenile Justice.

## Investigative Guides

A collection of exploratory guides for law enforcement to utilize during an investigation.

1. Family Abduction- A guide for parents and their attorneys through the criminal-and civil-justice systems' responses to parental kidnapping. It describes actions parents can take and laws that may be of help when their children are victims of domestic and international family abductions.

2. Family Survival Guide- A guide explains the role that various agencies and organizations play in the search for your missing child and discusses some of the important issues that you and your family need to consider.

3. FBI Child Abduction Response Plan- Offers the most logical investigative approaches and techniques available when conducting abduction investigations.

4. International Abduction Family Resource Guide-

5. Investigative Checklist for First Responders- Provides a framework of actions, considerations, and activities that can assist in performing competent, productive and successful missing/abducted-children investigations.

6. Missing Persons Case Investigation Guide- Provides officers with a step-by-step guide to respond to and investigate missing-child cases as well as provides administrators with the programmatic framework to manage the missing-child response within their agency's jurisdiction

7. Missing Persons Patrol Form- Standardized form for law enforcement to use for NCIC record Entry

8. NCIC Missing Person- Data Collection Guide- Collects all necessary information from reporting officer and parent/legal guardian of missing person

9. NCIC Unidentified Person- Data Collection Guide- Collects all necessary information from reporting officer of an unidentified person.

10. Reunification & Recovery of Missing Children- An educational tool to assist professionals who bear the primary responsibility of recovering and reuniting missing children with their families.

11. Spanish International Family Abduction Guide-

12. Unidentified Persons Patrol Form- Standardized form for law enforcement to use for NCIC record entry.

## Leads Management Database

A flexible case management software that investigators can use to track and manage case leads.

1. User Instructions- Instructions of how to use and the features of the Simple Leads Management Database.

2. Leads Management Database- Microsoft Access Database that allows investigators to track and manage case leads.

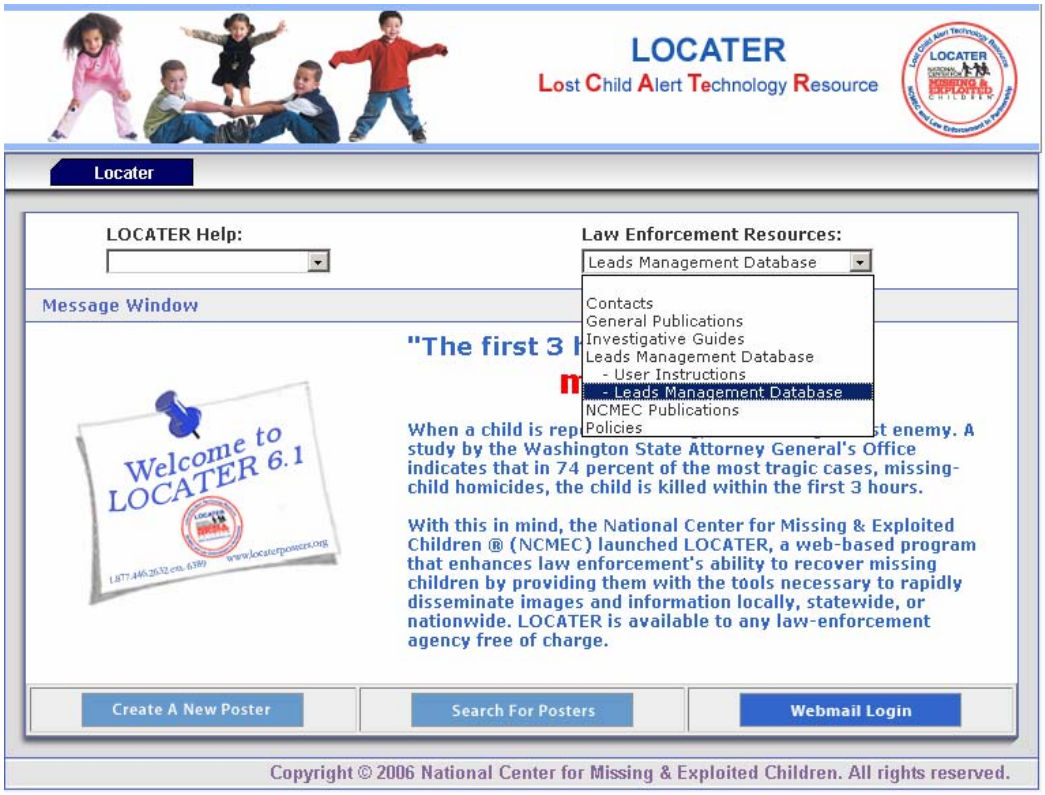

LOCATER
Lost Child Alert Technology Resource
Locater
LOCATER Help:
Law Enforcement Resources:
Leads Management Database
Contacts
General Publications
Investigative Guides
Leads Management Database
- User Instructions
- Leads Management Database
NCMEC Publications
Policies
Message Window
"The first 3
Welcome to LOCATER 6.1
When a child is rep
st enemy. A study by the Washington State Attorney General's Office indicates that in 74 percent of the most tragic cases, missing-child homicides, the child is killed within the first 3 hours.
With this in mind, the National Center for Missing & Exploited Children ® (NCMEC) launched LOCATER, a web-based program that enhances law enforcement's ability to recover missing children by providing them with the tools necessary to rapidly disseminate images and information locally, statewide, or nationwide. LOCATER is available to any law-enforcement agency free of charge.
Create A New Poster
Search For Posters
Webmail Login
Copyright © 2006 National Center for Missing & Exploited Children. All rights reserved.

*Figure 24: Accessing the Leads Management Database*

*Figure 25: Simple Leads Management System*

## NCMEC Publications

A collection of the National Center for Missing & Exploited Children (NCMEC) publications available to the public for use.

1. Exploited Child Unit Technical Assistance- Information about the services provided by NCMEC's Exploited Child Unit.
2. LOCATER Brochure- Information about the Lost Child Alert Technology Resource (LOCATER) program that provides law-enforcement agencies the technology to help recover missing and exploited children.
3. NCMEC 20 Years of Progress Video- Media production of NCMEC's progress in 20 years.
4. NCMEC Publications List- A generalized publication list of all NCMEC's publications, information about the missing-and exploited- child issue, and highlights of NCMEC operations.
5. NCMEC Resource List- Information about NCMEC's resources and support services.
6. Project Alert Brochure- Information about what the Project America's Law Enforcement Retiree Team (ALERT) program is and how to become a Representative.
7. Team Adam Video- Media publication regarding the Missing Children's Division resource to law enforcement of Team Adam Consultants.

## Policies

1. FBI Child Abduction Response Plan- A composite of the most logical investigative approaches and techniques available.

2. Model Policy on Missing & Abducted Children- A model policy for law enforcement to utilize as a clearly worded policy directive containing understandable procedures officers can follow as a guide through each stage of the investigation.

3. Model Policy on Missing Persons- A model policy for law enforcement to utilize as a clearly worded policy directive containing understandable procedures officers can follow as a guide through each stage of the investigation.

## LOCATER Message Window

A message or announcement from the LOCATER Program advising users of any program updates or important messages.

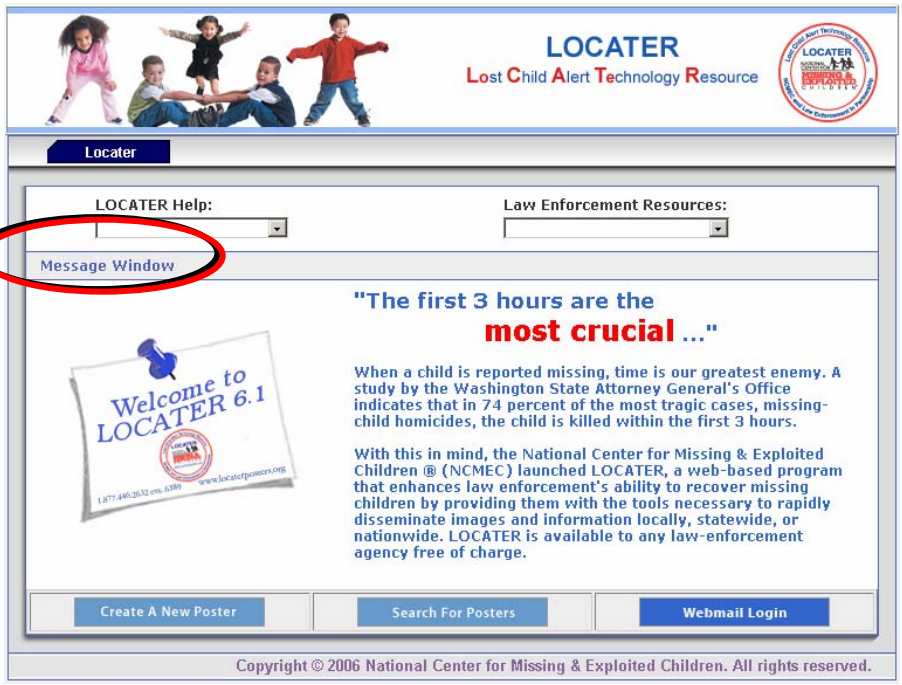

LOCATER
Lost Child Alert Technology Resource
Locater
LOCATER Help:
Law Enforcement Resources:
Message Window
"The first 3 hours are the
most crucial ..."
When a child is reported missing, time is our greatest enemy. A study by the Washington State Attorney General's Office indicates that in 74 percent of the most tragic cases, missing-child homicides, the child is killed within the first 3 hours.
With this in mind, the National Center for Missing & Exploited Children ® (NCMEC) launched LOCATER, a web-based program that enhances law enforcement's ability to recover missing children by providing them with the tools necessary to rapidly disseminate images and information locally, statewide, or nationwide. LOCATER is available to any law-enforcement agency free of charge.
Welcome to LOCATER 6.1
Create A New Poster
Search For Posters
Webmail Login
Copyright © 2006 National Center for Missing & Exploited Children. All rights reserved.

*Figure 26: LOCATER Program Homepage- Message Window*

**NOTE: ALL TEXT AREAS OF *Web-based LOCATER® 6.8* ARE CASE SENSITIVE.** If you type the name of the person missing as *John Doe*, you cannot later search for the poster by the name *JOHN DOE* with all CAPS and vice versa.

# CHAPTER 3

# Poster Creation

*Web-based LOCATER® 6.8* offers a variety of poster choices that allow you to select your poster type, language, layout, headings, and number of photo images according to each case's specifications.

*Web-based LOCATER® 6.8* allows you to recall and edit previously created posters. You may edit or add any text information on your poster. You can also replace images on your poster by scanning in a new photograph or retrieving images from digital files. In addition, once a case has been resolved, you can recall the poster you had previously created for this case by using *Web-based LOCATER® 6.8* and mark it as a **CASE RESOLVED** poster.

**Contents**

Before You Begin

To Begin

Create A New Poster

Poster Setup

Entering Poster Information

Crop/Edit Photo

Agency Information

Previewing a Poster

Printing a Poster

Closing a Poster

# Before You Begin

To keep the process of creating your poster simple, it is best to scan and save your photo image files to your computer before you begin the creation of a poster. Additionally, it is important to make note of where these photo files are saved, because you will have to locate them when it is time to add photo (s) to your poster.

## To Begin

During the set-up process, two icons will appear on your desktop: LOCATER 6.8 and LOCATER Support Center.

To begin creating your poster**, double-click on the LOCATER 6.8 icon**. When the *Client Authentication* window appears, **select** your certificate. **Click *OK***. You should now be on the LOCATER home page.

### Create A New Poster

This option begins the poster creation process.

LOCATER
Lost Child Alert Technology Resource
Locater
LOCATER Help:
Law Enforcement Resources:
Message Window
"The first 3 hours are the most crucial ..."
When a child is reported missing, time is our greatest enemy. A study by the Washington State Attorney General's Office indicates that in 74 percent of the most tragic cases, missing-child homicides, the child is killed within the first 3 hours.
With this in mind, the National Center for Missing & Exploited Children ® (NCMEC) launched LOCATER, a web-based program that enhances law enforcement's ability to recover missing children by providing them with the tools necessary to rapidly disseminate images and information locally, statewide, or nationwide. LOCATER is available to any law-enforcement agency free of charge.
Welcome to LOCATER 6.1
Create A New Poster
Search For Posters
Webmail Login
Copyright © 2006 National Center for Missing & Exploited Children. All rights reserved.

*Figure 27: LOCATER Program Homepage- Create A New Poster*

## LOCATER Management- Create a New Poster Screen

On the LOCATER Management Screen, you will find several menu options:

- Create A New Poster- Allows you to start/return to the Create A New Poster screen
- Enter Poster Details- Allow you to return or move to the Poster Details screen
- Crop/Edit Images(s)- Allows you to go to the Crop/Edit Images screen
- Enter Agency Info- Allow you to go to or return to the Agency Information Page.
- Preview- Allows you to preview/print the poster in Acrobat Reader
- Distribute- Allows you to send the poster via email, fax, or SMS Text Message.
- Resolve/Reopen Poster- Allows you to resolve or reopen a previously created poster
- Status Report- Allows you to view the list of agencies that have successfully received the poster as well as those numbers that had errors.
- Fax Invoice & Plan- Allows you to set up and view your agency fax plan and billing charges
- Delete Poster- Allows you to permanently delete a poster
- Close- Allows you to close the current window and return to the Welcome Screen
- Search Posters- Allows you to search for a poster
- Webmail Login- Allows you to open your LOCATER Webmail account.

## Poster Setup:

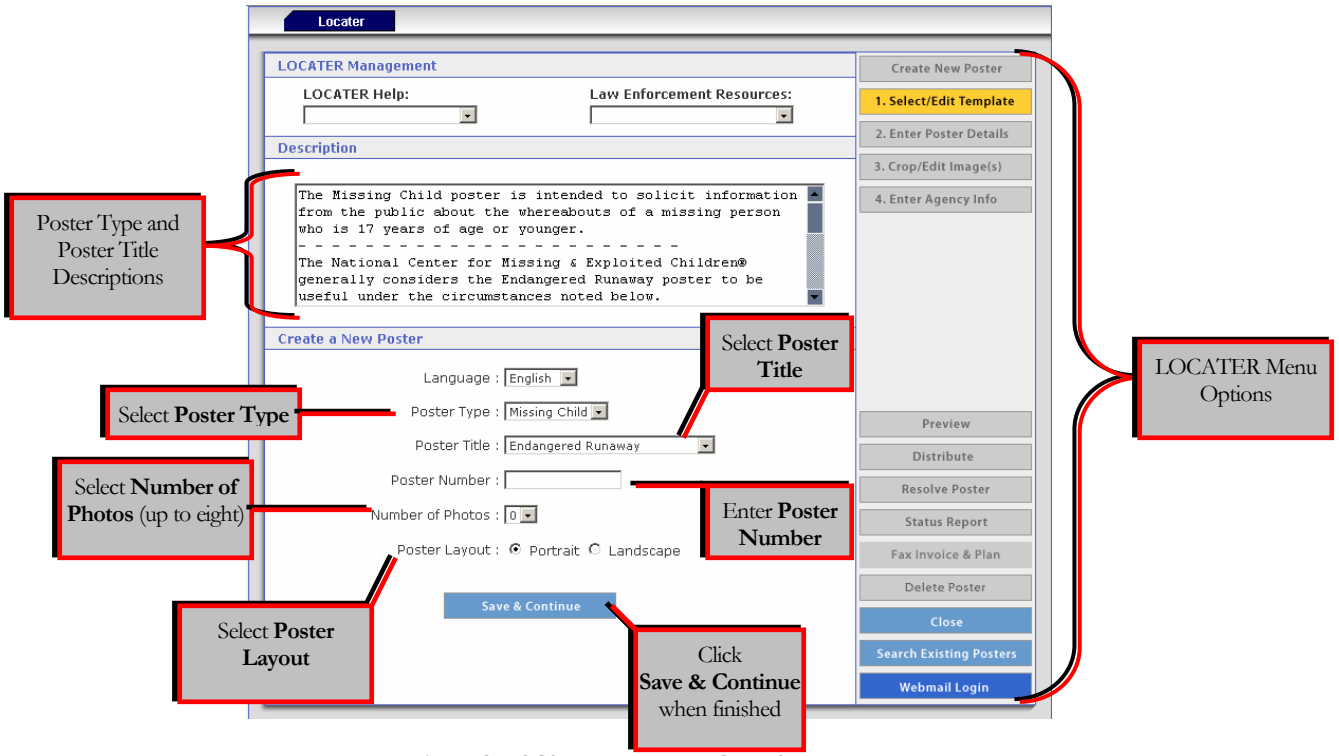

Locater
LOCATER Management
LOCATER Help:
Law Enforcement Resources:
Description
The Missing Child poster is intended to solicit information from the public about the whereabouts of a missing person who is 17 years of age or younger.
The National Center for Missing & Exploited Children® generally considers the Endangered Runaway poster to be useful under the circumstances noted below.
Create a New Poster
Language : English
Poster Type : Missing Child
Poster Title : Endangered Runaway
Poster Number :
Number of Photos : 0
Poster Layout : Portrait Landscape
Save & Continue
Create New Poster
1. Select/Edit Template
2. Enter Poster Details
3. Crop/Edit Image(s)
4. Enter Agency Info
Preview
Distribute
Resolve Poster
Status Report
Fax Invoice & Plan
Delete Poster
Close
Search Existing Posters
Webmail Login
Poster Type and Poster Title Descriptions
Select Poster Type
Select Number of Photos (up to eight)
Select Poster Layout
Select Poster Title
Enter Poster Number
Click Save & Continue when finished
LOCATER Menu Options

*Figure 28: LOCATER Management- Create A New Poster*

## Create a New Poster section:

1. Select **Language**: English, Spanish, or French, the default is English.

Note: THIS MUST BE DONE FIRST. The language cannot be changed after entering text.

2. Select **Poster Type**: Amber Alert*, Crime Alert, Generic, Line-up, Missing Adult, Missing Child**, Property, Reward, Test Poster***, Unidentified, Vehicle, Wanted, the default is Missing Child.

Note: As you select a poster type, the correlating poster description will appear in the Description textbox.

*The Amber Alert Poster Type is restricted to law enforcement agencies that have been identified by the state Amber Coordinator as an agency that can issue an Amber Alert.

**The Missing Child Poster Type has corresponding Poster Titles. The correlating poster description of the poster title will appear in the Description textbox.

***Test Poster is a poster type for agencies to use to practice or become familiar with the LOCATER Program.

3. Select **Poster Title**: Endangered Missing, Endangered Runaway, Family Abduction, Non-Family Abduction, Have you seen this child?, Have you seen these children?, Missing Children Alert, and Unidentified Child. This selection will be displayed as a subtitle to the "MISSING CHILD" header on your poster.

Note: The Poster Title drop-down menu applies to "Missing Child posters only. The other posters do not have the option to select subtitles.

4. Enter a unique poster number in the **Poster Number** field. Your investigation case number may be used as your poster number.

Note: Each poster must have a unique poster number. Poster numbers are not generated automatically. The user may use up to 24 letters or number characters for a poster number. *Do not use spaces*. Your poster will be saved automatically as a file name under this poster number at the end of this process.

5. Select **Number of Photos**: from the drop down menu. This option will allows you to select the number of images to appear on your different poster types. Each poster can accommodate up to eight images.

6. In the **Poster Layout** field, select *Portrait* or *Landscape*. The default is Portrait.

7. Click **Save & Continue**. A new screen called LOCATER Management: Poster Details.

## Entering Poster Information

- In the *Poster Details* section,

    1. Enter the applicable information into the **Missing From** and **Missing Since** fields to be displayed on your poster.

    2. Additional case details may be entered in the **Details** text area. This is where you can enter any information you want to make available to the public, i.e. clothes last seen wearing, possible location, etc.

    3. Please be sure to check your spelling by clicking **Spell Checker**.

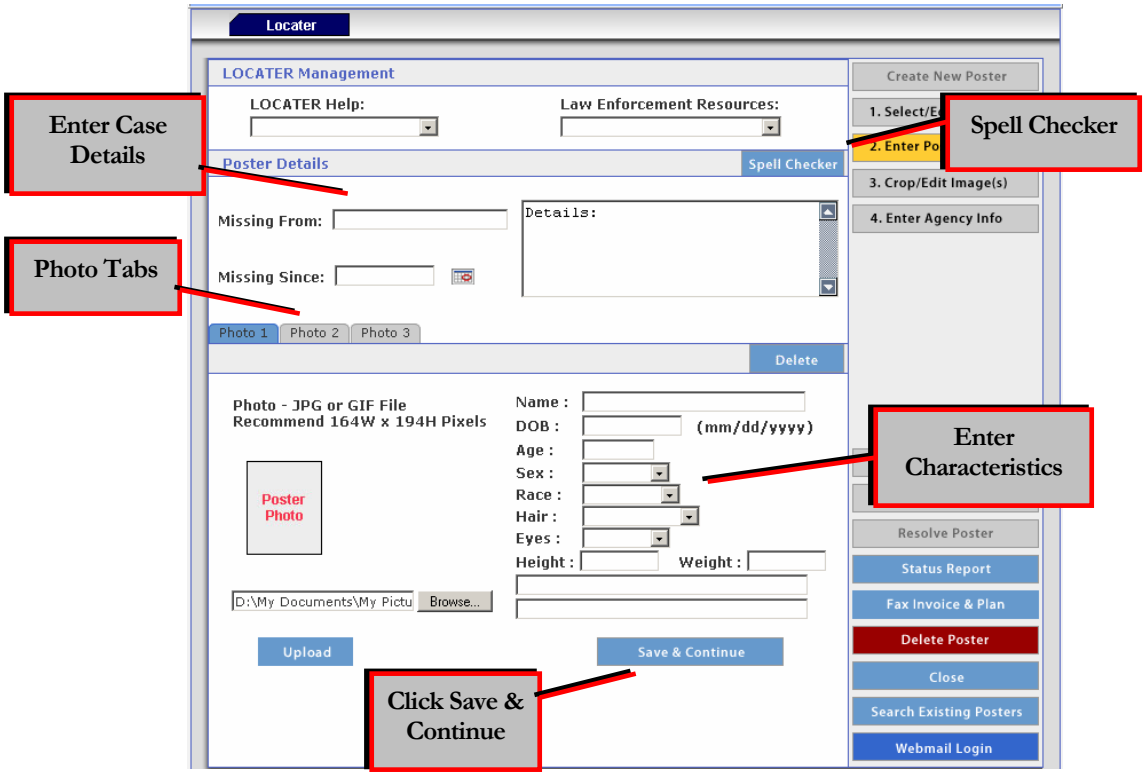



*Figure 29: LOCATER Management- Poster Details*

- In the *Photo* section, before you can include a photo on your poster, you need to scan or import an image and save it to your computer or storage disk.

    1. Click the **Photo 1** tab. If this is the first photo, then it will read Photo 1. If it is the second, it will read Photo 2, etc (see *Figure 29*).

    2. To upload a saved image, select **Browse**. You will need to be familiar with where your photo files are saved. Select the photo file containing your image. Click **Open**.

    3. Click **Upload**. This will upload and save you photo to the poster.

4. Enter applicable information for the photo demographic information, **Name, DOB, Age, Sex, Race, Hair, Eyes, Height,** and **Weight**. If you want to enter extra information about the photo, you can use the lines below the Weight field.

Note: **Sex, Race, Hair,** and **Eyes** drop down choices are consistent with NCIC demographic field codes.

5. Repeat Steps 1-4 for remaining Photos, if applicable.

6. Click **Save & Continue**. A new screen called LOCATER Management: Crop/Edit Photo page.

## Crop/Edit Photo

- For Photo 1 tab,
  - To frame the image as you would like it to appear on the poster, click and drag the mouse from upper left of photo to lower right of photo.
  - To cancel range selection, click the photo tab header.
  - To crop the photo, click the **Crop Image** button.
  - To accept changes, click the **Save** button. To reset the image, click **Undo.** Please note that after you have saved the cropped image, you can't use **Undo**.
  - If no selection box when dragging mouse, click tab header and try again.

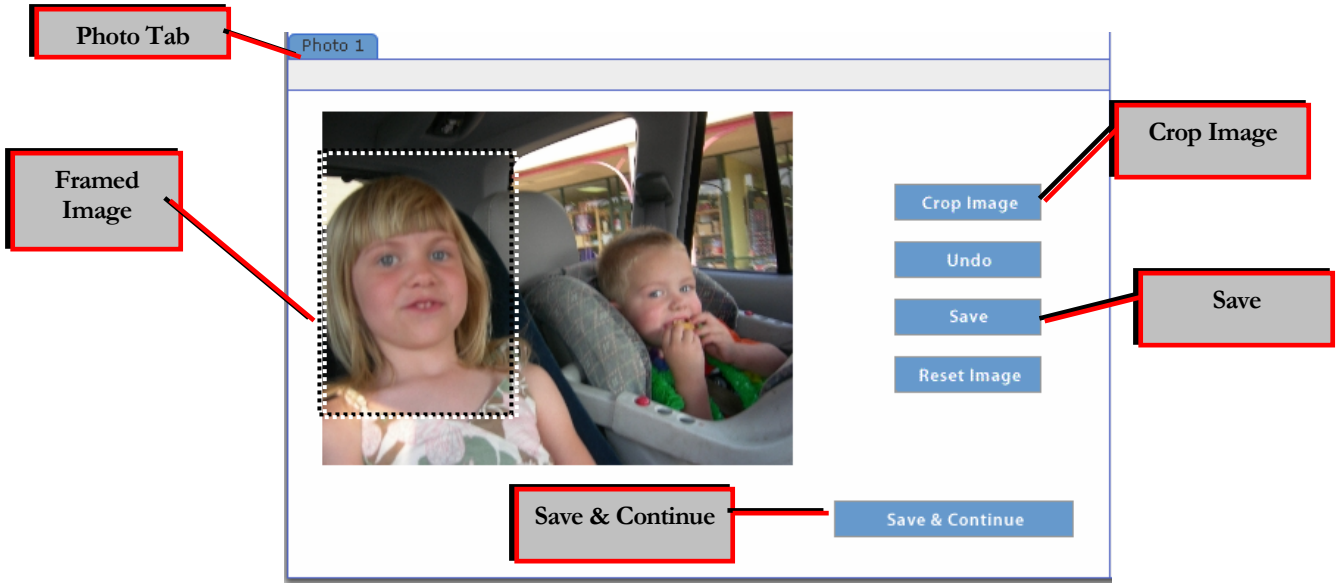



*Figure 30: LOCATER Management- Crop/Edit Photo Pages*

- Repeat above steps for remaining Photos, if applicable.
- Click **Save & Continue**. A new screen called LOCATER Management: Enter Agency Information page.

## Agency Information

In the *Agency Information* section, default information for your agency will automatically load for each poster. If you need to change your agency information for any reason, you will need to update this information for each poster you create unless you update your default agency information. **Refer to page 23 for additional instructions on how to change your default agency information.**

To change your agency information for this specific poster:

1. **Click *Browse*** to upload or replace your own agency logo.
2. **Enter applicable information** in the following fields: *Agency Name*, *Contact Name*, and *Contact Number*.
3. **Click *Save & Finish*.**

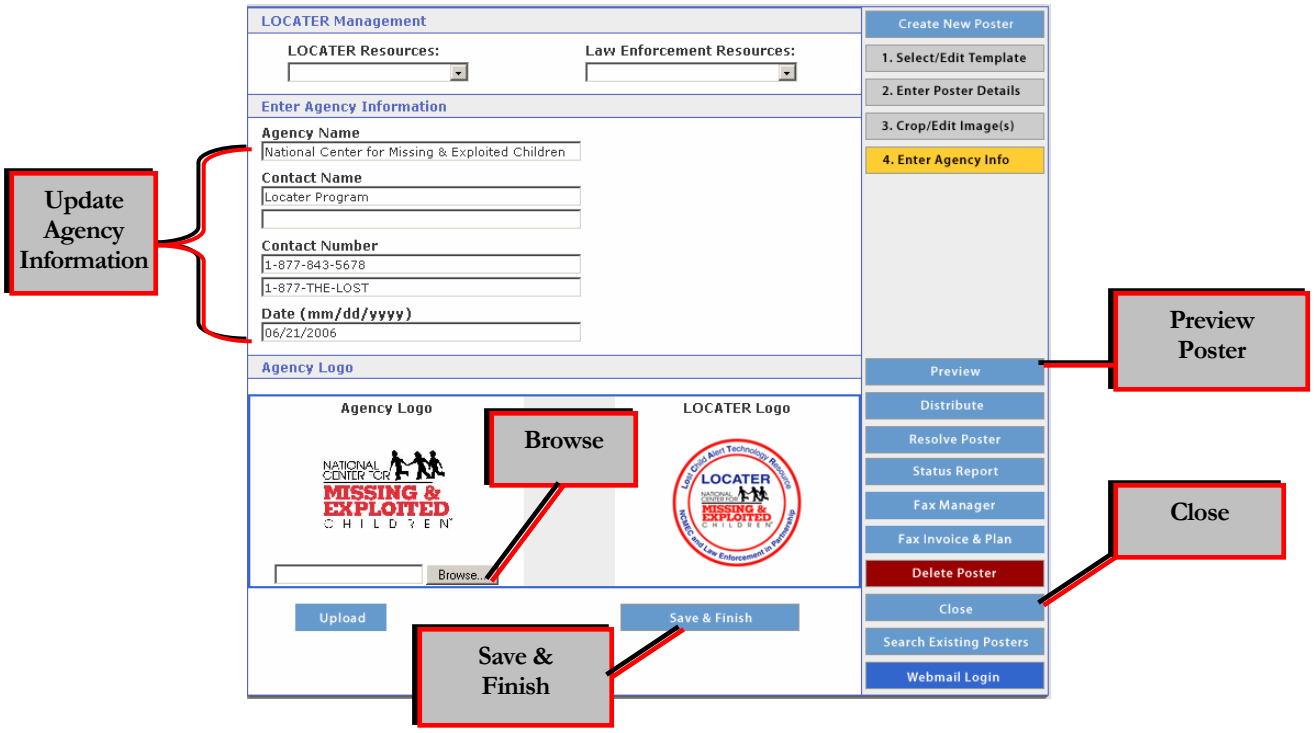



Figure 31: LOCATER Management: Agency Information

# Previewing a Poster

**NOTE**: You must S*ave & Finish* before you view the poster; otherwise, you will lose the information.

➢ To view the poster, **click *Preview*** on the right toolbar of the *Poster Information* (*see* Figure 32). Review the poster carefully as text may not be formatted exactly as was originally

entered in the *Poster Information* page. Some text may appear on different lines, and some text may not line up as was originally entered. Each poster type is different.

- In addition, review whether your poster displays on two pages instead of one. If this happens, try removing, rearranging, or summarizing text in that file, and then close the window.

- From the *Preview* page, a poster can be printed, saved to another file, or closed to return to the previous page to make changes to the poster.

- To close the *Preview* page, **click the top right *X*** of Adobe Acrobat (*see* Figure *32*).

### Editing a Poster

- To make any edits or changes to your poster, you must first close the preview page. To close the *Preview* page, **click the top right *X*** of Adobe Acrobat (*see* Figure *32*).

- Make applicable changes. **Click *Save*** after each edit**.**

- **Click *Preview*.**

# Printing a Poster

- Printing a poster must be done from the *Preview* page with the poster displayed. Use the print function from the Adobe Reader tool bar to print to a specific printing location (*see* Figure 32).

- To close the *Preview* page, **click the top right *X*** of Adobe Acrobat (*see* Figure 32).

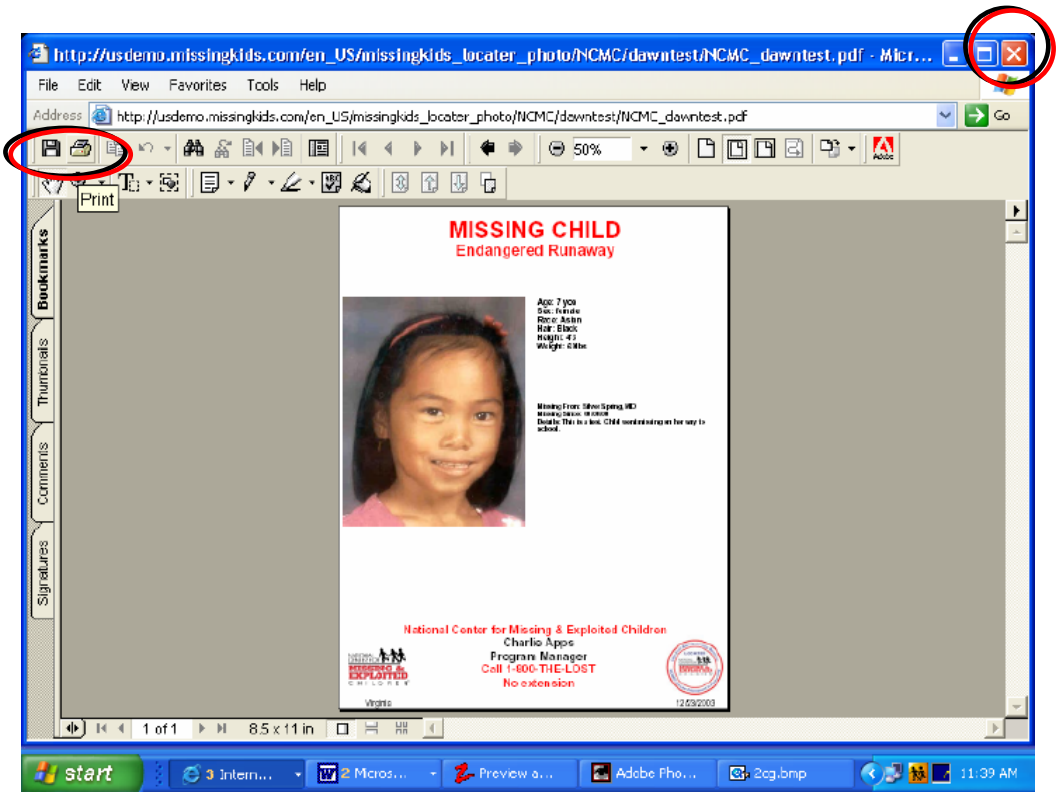



Figure 32: Printing a Poster

➢ **If you would like to proceed with distributing this poster, refer to page 46 for additional instructions.**

# Closing a Poster

- To close the poster, **click *Close*** on the right toolbar (see *Figure 31*).
- This will return you to the LOCATER home page.

# CHAPTER 4

# Poster Distribution

Once a poster has been completed, *Web-based LOCATER® 6.8* allows for a variety of output paths for your posters. Posters can be distributed electronically to any person or agency with an E-mail account. All posters are sent as a PDF attachment to an E-mail message, and *Web-based LOCATER® 6.8* provides several options for building a distribution list of persons or agencies to receive a specific poster.

**Contents**

Poster Distribution
Building an E-mail List
Building a Fax Distribution List
Sending a Short Text Message to a Mobile Device
Viewing a Report of E-mail Recipients
E-mailing to a Custom List

# Poster Distribution

Posters can be distributed quickly and efficiently electronically to any person or LOCATER agency with an E-mail account or a fax machine. All posters are sent as a PDF attachment to an E-mail message, and *Web-based LOCATER® 6.8* provides several options for building a distribution list of persons or agencies to receive a specific poster. You can build a list that contains addresses in one or more *states, metropolitan areas, zip code areas,* or you can add *individual users.*

- You can send a poster to all LOCATER agencies within a specified state or to multiple states via email.
- You can send a poster to all LOCATER and non-LOCATER agencies within a specified state or to multiple states by using the National Directory of Law Enforcement Agency (NDLEA) database via fax
- You can send a poster to all LOCATER agencies within a radius of a metropolitan area or zip code area via email.
- You can send a poster to all LOCATER agencies and non-LOCATER agencies within a radius of a metropolitan area or zip code area by using the NDLEA database via fax.

The options noted above can also be used in combination to build a complete distribution list. For example, you could select all the E-mail addresses and/or Fax numbers of agencies in the *state* of Virginia, the *metropolitan area* of Washington, DC-MD-VA-WV, and of *individual users*. P*lease be aware that you could distribute these posters to duplicate addresses* and, therefore, to duplicate agencies.

In addition, when building your list, please choose your distribution range carefully. If you are investigating a serious child abduction case, you may want to distribute your poster broadly to include several states that are nearest to your jurisdiction. If you are seeking help with finding a local runaway, it may not be appropriate to send your poster to agencies in distant states.

*Web-based LOCATER® 6.8* can send a short text message without the poster attachment to any mobile device capable of receiving E-mail, such as pagers and cellular telephones, indicating that a new poster has been sent. **For more detailed instructions on how to send a text message to a mobile device, refer to page 52.**

Another feature of *-based LOCATER® 6.8* is that you can send additional comments about the poster without having the comments displayed on the poster. The additional comments will appear in the body of the email distributed.

# Building an E-mail Distribution List

1. **Click *Distribute*** on the right side toolbar.

To distribute a poster via E-mail address,

- **Click *E-Mail***

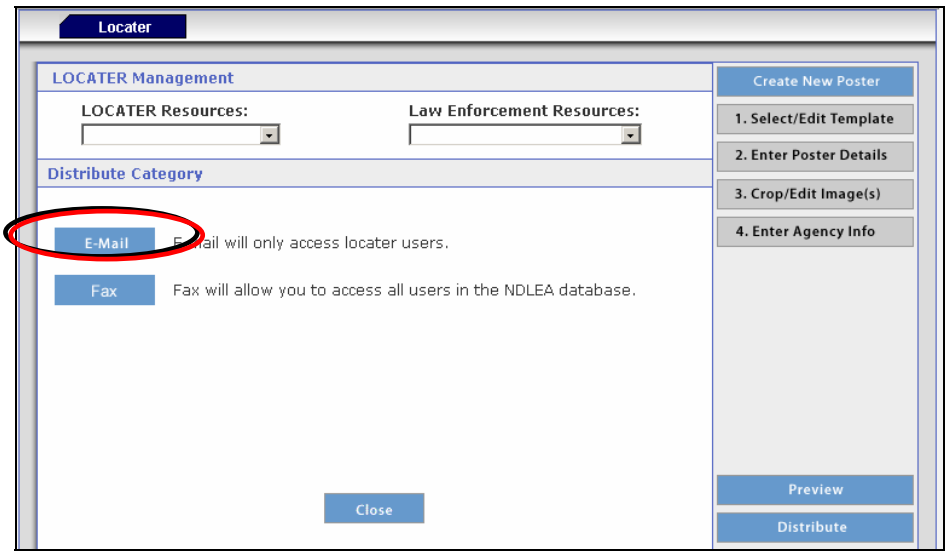



Figure 33: Distributing a LOCATER Poster

2. **Select an option** from the ***Add Address By*** drop-down menu: *State*, *Province*, *Metropolitan Area*, *Zip code*, *or Clearinghouse*.

   - *State* - To send a poster to agencies within a specific state, **select the state from the *Select State*** drop-down menu, and **click *Add*** next to the *State* field.

     A list of agencies with active LOCATER systems will be displayed in a text area box. To delete agencies from the list, **highlight each** and **click *Delete***.

   - *Province*- To send a poster to agencies within a specific province, **select the province from the Select State** drop-down menu, and **click *Add*** next to the *State field*.

     A list of agencies with active LOCATER systems will be displayed in a text area box. To delete agencies from the list, **highlight each** and **click *Delete***.

   - *Metropolitan Area* - To send a poster to agencies within a specific metropolitan area, **select the area from the *Metropolitan Area*** drop-down menu, and **click *Add*.**

     To add a radius surrounding the metropolitan area you selected, **enter the number of miles desired** in the ***Mileage Radius*** field**.** (50 miles is recommended.) **Click *Add***.

     A list of agencies with active LOCATER systems will be displayed. To delete agencies from this list, **highlight each** and **click *Delete***.

   - *Zip Code* - To send a poster to agencies within a specific radius of a zip code, **select a zip code from the *Zip Code*** drop-down menu.

You can also select a mileage radius to add to the zip code area. **Enter the number of miles desired,** and **click *Add*.**

A list of agencies with active LOCATER systems in the area selected will be displayed. To delete agencies from this list, **highlight each** and **click *Delete*.**

- *Clearinghouse*- To send a poster to a specific Clearinghouse, **select the state from the Select Clearinghouse** drop-down menu, and **click *Add*** next to the *Select Clearinghouse* field.

  A list of agencies with active LOCATER systems will be displayed in a text area box. To delete agencies from the list, **highlight each** and **click *Delete***.

- *Individual Addresses* - To add individual E-mail addresses, **type the complete E-mail address in the last field,** and **click *Add*.**

Figure 34: Building an E-mail List

**Reminder:** It is possible to select all the options (*State*, *Metropolitan Area*, *Zip Code*, and *Individual Addresses*). If you do select to use all options, then each will build upon the other. Be aware that you could distribute these posters to duplicate addresses and agencies.

Agencies and E-mail addresses selected will be displayed in a text area box next to the delete button. If you wish to delete any recipients, **highlight each and click *Delete***.

3. To add additional comments, click ***Comments***. This will allow an agency to add additional comments regarding the poster that will not appear on the poster. The additional comments will appear in the body of the email distribution.

This distribution list will be saved to the specific poster. However, it cannot be used for future distributions. Each time you create a new poster, you will not be able to recall this list from *Web-based LOCATER® 6.8*. You can E-mail your poster to a customized list. You can do this by two different methods: 1) setting up your customized list in your default agency profile or 2) setting

up your customized list in an external E-mail client i.e. *LOCATER Webmail*, etc. **For additional instructions on how to set up a customized distribution list, refer to page 54.**

3. Once you have completed building the E-mail list and additional comments, **click *Send***. You will view a page that says you have successfully sent out the poster. You will be asked if you would like to fax out the poster?

   **Click Yes or No** to determine if you would like to distribute the poster via fax. For instructions, refer to the below instructions on "Building a Fax Distribution."

# Building a Fax Distribution List

1. **Click *Distribute*** on the right side toolbar.

To distribute a poster via Fax address,

- **Click *Fax.***

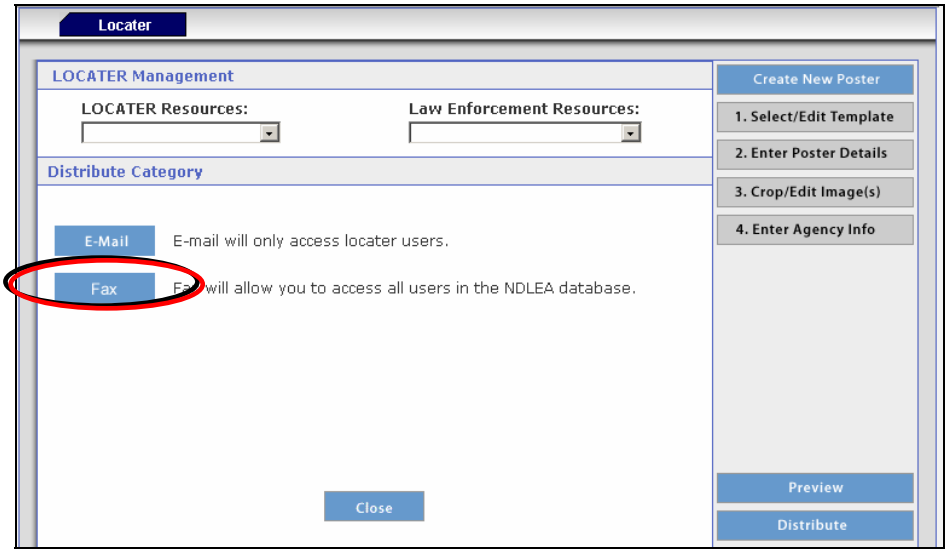



Figure 35: Distributing a LOCATER Poster

2. **Select an option** from the ***Select Fax Number By*** drop-down menu: *Zip/Postal Code, County, Clearinghouse, My Address Book, Add New Fax Number, Upload List, or Previously Sent Faxes.*

   - *Zip Code* - To send a poster to agencies within a specific radius of a zip code, **enter a zip code in the *Zip Code*** field.

     You can also select a mileage or kilometer radius to add to the zip code area. **Enter the number of miles or kilometers desired,** and **click *Add.***

     A list of agencies within the zip/postal code and radius will be displayed. To delete agencies from this list, **click the end placement box** and **click *Delete.***

- *County*- To send a poster to agencies within a specific county, **select the state from the *Select State*** drop-down menu, choose the specific county (counties),and **click *Add*** next to the *County* field. Once you are satisfied with the specific county (counties), **click *Populate Distribution List***.

- *Clearinghouse*- To send a poster to a specific Clearinghouse, **select the state from the Select Clearinghouse** drop-down menu, and **click *Add*** next to the *Select Clearinghouse* field.

- *My Address Book*- To send a poster to agencies/organizations within your address book set up within the Fax Manager, (see page 27 for Fax Manager Options) **Enter the Search criteria or (*) for a wildcard search**, and **click *Search*.**

- *Add New Fax Number*- To add individual fax number, **type the Name and Fax Number in the appropriate fields,** and **click *Add*.**

- *Upload List*- To add a temporary list created in excel, **click *Upload*** and Browse for the saved .xls or .fxd file.

To Upload a Fax Address Book,

From the Set up Fax Number page,

- Click **Upload**

***Only .xls and .fxd files can be uploaded into the address book.** The .fxd file is the file format generated from LOCATER 5.6 Version. The fax file format for uploading an Excel (.xls) file is demonstrated in the picture below. The field names and order must be imported exactly as pictured.

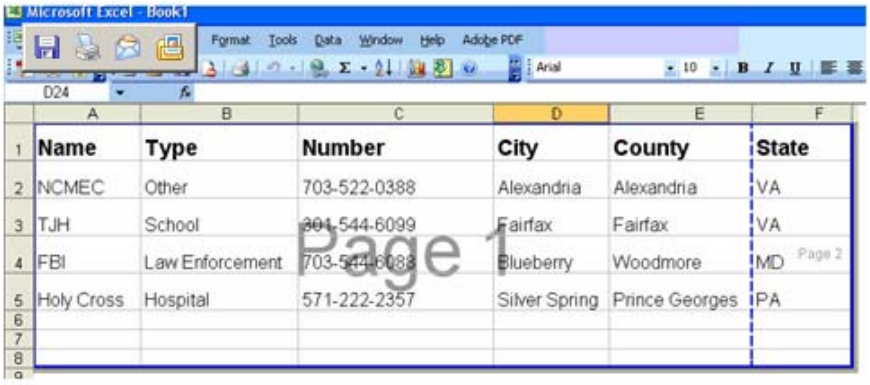

Microsoft Excel - Book1
Format Tools Data Window Help Adobe PDF
D24
A B C D E F
Name Type Number City County State
NCMEC Other 703-522-0388 Alexandria Alexandria VA
TJH School 301-544-6099 Fairfax Fairfax VA
FBI Law Enforcement 703-544-6083 Blueberry Woodmore MD
Holy Cross Hospital 571-222-2357 Silver Spring Prince Georges PA
Page 1
Page 2

Figure 36: Fax Upload Worksheet Format

- **Browse** for the saved file format.
- Click **Open**, then **Upload**. If the file is in the incorrect format or cannot be read, you will be displayed with an error message.
- When finished, click **Close**.

To exit the Fax Manager options,

- Click **Close** and you will return to the Agency Information page.

- *Previously Sent Faxes*- To refax a poster to previously faxed numbers,

Figure 37: LOCATER Management: Fax Distribution Option

4. Once you have completed building the E-mail list and additional comments, **click *Send***. You will view a page that says you have successfully sent out the poster.

# Sending a Short Text Message to a Mobile Device

You can also send a short text message without the poster attachment to any device capable of receiving E-mail, such as pagers and cellular telephones, indicating that a new poster has been sent.

- **Under Email Distribution, click the radio button** next to *Text Message* (*see* Figure 34).
- **Enter the address** in the text box area below the radio buttons, and then **click *Add***.
- **Click *Send*. Click *OK*.**

# Viewing a Status Report of Distribution Recipients

*Web-based LOCATER® 6.8* allows you to view a report of E-mail addresses of posters that you have sent.

If you **click *Status Report*** on the right side toolbar of the *LOCATER Management* page, you will be able to view the page displaying all the addresses and fax numbers to which the poster was sent (*see* Figure29). **Click *Close*** to return to the *Poster Information* page**.**

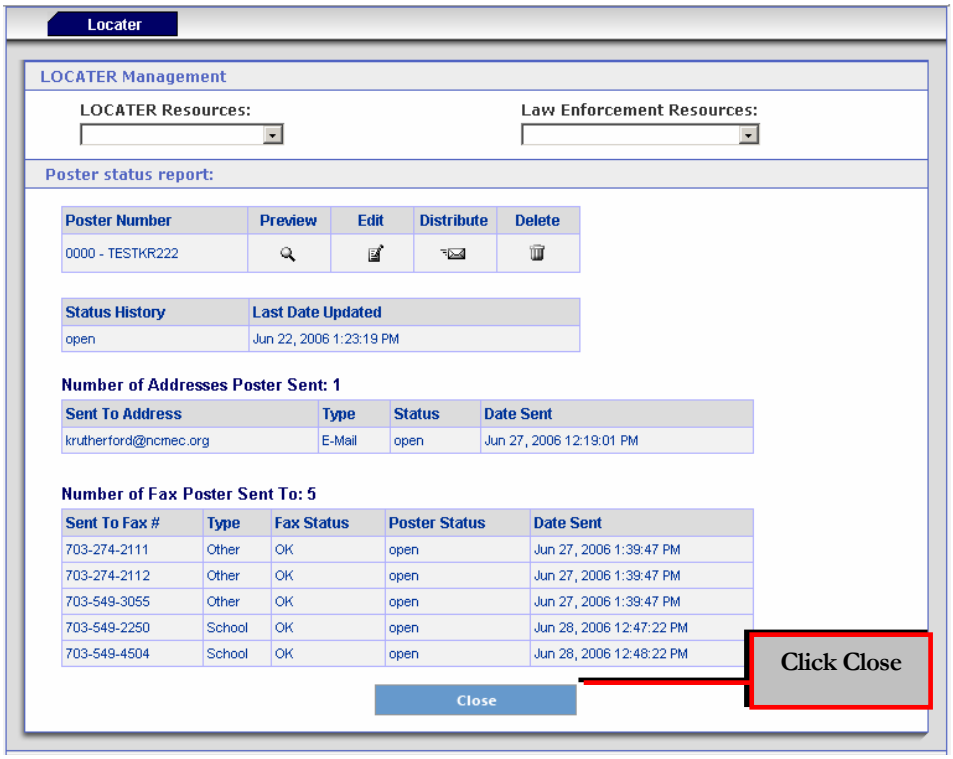



Figure 38: Viewing a Status Report of Distribution Recipients

# E-mailing to a Customized List

You can E-mail your poster to a customized distribution list using two different methods:

1. Set up your customized distribution list in your default agency profile.

   - From the LOCATER home page in the *LOCATER Management* section, select **Agency Information** from the *Help* drop-down menu. Ensure the default agency information is correct.

     **Click *Email***.

     In the small text box area below Text Message, type the first E-mail address you would like to include in your customized distribution list. Each E-mail address on your customized list must be typed into this box separately.

     **Click *Add***. You should see this E-mail address in the larger text box area next to the Delete button.

     If you change your mind or have made an error in entering the address, **click *Delete*** and re-enter it using the above process.

     You can now type the next E-mail address from your customized list. When you have completed entering all the E-mail addresses you would like to include in your customized distribution list, **click *Close***.

     **Click *Save***.

     Each time you create a poster and distribute the poster, the poster should be distributed to this customized list.

2. Set up your customized list in an external E-mail client i.e. *LOCATER Webmail*, etc.

   - From the *Preview* page, **select *File***. **Select *Save***.

     **Insert your file name** in the *File Name* field.

     **Change** the *Save as Type* field to **Adobe PDF Files (*.pdf).**

   - When you are ready to E-mail your poster, you will need to open your E-mail client and create your customized list in your address book feature.

     Follow the procedures of your external E-mail client to create a new mail message, to attach the saved (*.pdf) file, and to send it to the newly created customized distribution list.

# CHAPTER 5

# Updating an Existing Poster

*Web-based LOCATER® 6.8* allows you to recall and edit previously created posters. You may edit or add to any text information you included in the original poster. You can replace images on your poster by scanning in a new photograph or retrieving images from digital files. In addition, once a case has been resolved, you can retrieve the poster you had previously created for this case by using *Web-based LOCATER® 6.8*, mark it as resolved, and re-send the poster with the words ***CASE RESOLVED*** and an **X** marked across the poster. The **CASE RESOLVED** poster can then be E-mailed or Faxed to the original distribution list of recipients notifying them that the case has been resolved.

**Contents**

Searching for an Existing Poster
Editing Text of an Existing Poster
Replacing an Image of an Existing Poster
Marking a Poster as **CASE RESOLVED**
Deleting a Poster

*Web-based LOCATER® 6.8* allows you to open and edit posters previously created. You can edit or add any extra text information or replace images on your poster. However, you cannot change the number of images displayed on a poster or the poster type, which is also the title of your poster.

> **REMINDER: ALL TEXT AREAS OF *Web-based LOCATER® 6.8* ARE CASE SENSITIVE.** If you typed the name of the person missing as *John Doe*, you cannot search for the poster by the name *JOHN DOE* with all CAPS and vice versa.

# Searching for an Existing Poster

From the LOCATER home page, click **Search For Posters** section, you can search for all posters previously created. All fields can be searched by entering complete data information or by using partial data and the "*" symbol. For example:

- TEST1 will bring up only a file named *TEST1*
- TEST* will bring up all files that begin with *TEST*, such as *TEST1*, *TEST2*, *TESTING*, and so on.
- *1 will bring up all files that end with *1* such as *TEST1*, *BETA1*, etc.

To broaden a search and increase the likelihood of finding the poster you desire, you only need to enter information in one of the fields in the *Search Existing Posters* section (*see* Figure 34).

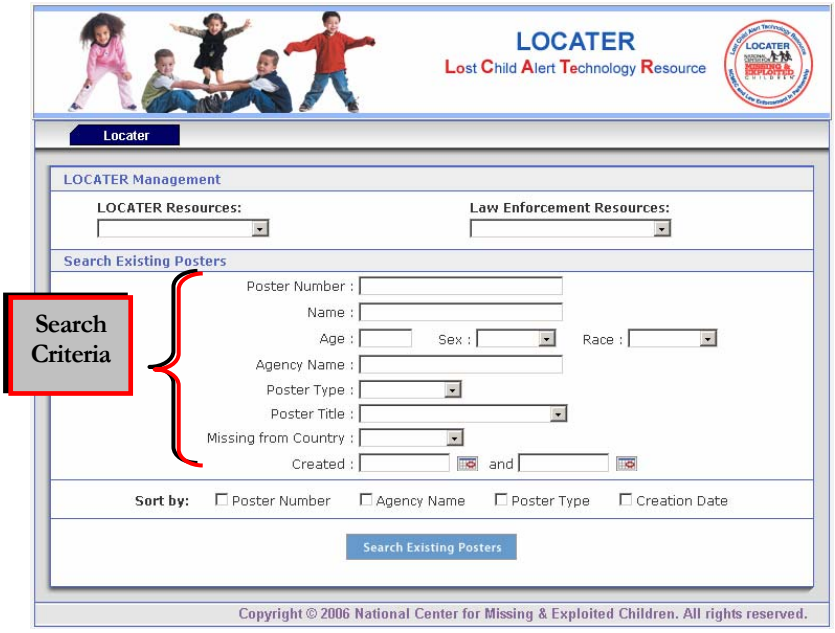



Figure 39: Searching for an Existing Poster

**REMINDER: ALL TEXT AREAS OF *Web-based LOCATER® 6.8* ARE CASE SENSITIVE. If you typed the poster number as Test1, you cannot later search for it by the name *TEST1* with all CAPS and vice versa.**

To narrow a search, fields can be used in combination. Only posters that meet ALL of the listed criteria will be found:

- *Poster Number* Search

    1. In the *Poster Number* field, **enter the *Poster Number***. (Remember all fields are case sensitive.) **Click *Search Existing Posters***.

        The search results will display the poster number you entered.

    2. From the list of available posters, **click on the desired poster number** on the left side of the table in the *Poster Number* column (*see* Figure ).

        **NOTE**: If you have multiple photo images, multiple file names will also be displayed. For example, if you used ***Test1*** for the *Poster Number* and you have 4 photos, you will see **Test1** listed 4 times in the *Poster Number* column. If so, then click on the first of the 4 poster numbers listed.

- *Name* Search

    1. In the *Name* field, enter the name of the person as it appeared on the original poster. (Remember all fields are case sensitive.) **Click *Search Existing Posters***.

        The search results will display the poster numbers matching the name you entered.

    2. From the list of available posters, **click on the desired poster number** on the left side of the table in the *Poster Number* column (*see* Figure ).

- *Agency Name* Search

    1. In the *Agency Name* field, enter the name of the agency as it appeared on the original poster. (Remember all fields are case sensitive.) **Click *Search Existing Posters***.

        The search results will display the poster numbers matching your entry.

    2. From the list of available posters, **click on the desired poster number** on the left side of the table in the *Poster Number* column (*see* Figure ).

- *Poster Type* Search

    1. From the *Poster Type* drop-down menu, **select the applicable poster type**. **Click *Search Existing Posters***.

        The search results will display the poster numbers matching the poster type you entered.

    2. From the list of available posters, **click on the desired poster number** on the left side of the table in the *Poster Number* column (*see* Figure ).

- *Poster Title* Search

  1. From the *Poster Title* drop-down menu, **select the applicable poster title. Click *Search Existing Posters***.

     The search results will display the poster numbers matching the poster title you entered.

  2. From the list of available posters, **click on the desired poster number** on the left side of the table in the *Poster Number* column. (*see* Figure ).

     **NOTE:** This is only applicable for "Missing Child" posters. The *Poster Title* drop-down menu will only appear when you create "Missing Child" posters.

- *State* Search

  1. From the *Missing From Country* drop-down menu, **select the applicable state**. **Click *Search***.

     The search results will display the poster numbers matching the state you entered.

  2. From the list of available posters, **click on the desired poster number** on the left side of the table in the *Poster Number* column (*see* Figure ).

- *Date* Search

  1. **Select the calendar tabs** to the right of the fields.
  2. **Select the dates** from the calendar page. **Click *Search Existing Posters***.

     The search results will display the poster numbers matching the dates you selected.

  3. From the list of available posters, **click on the desired poster number** on the left side of the table in the *Poster Number* column (*see* Figure *40*).

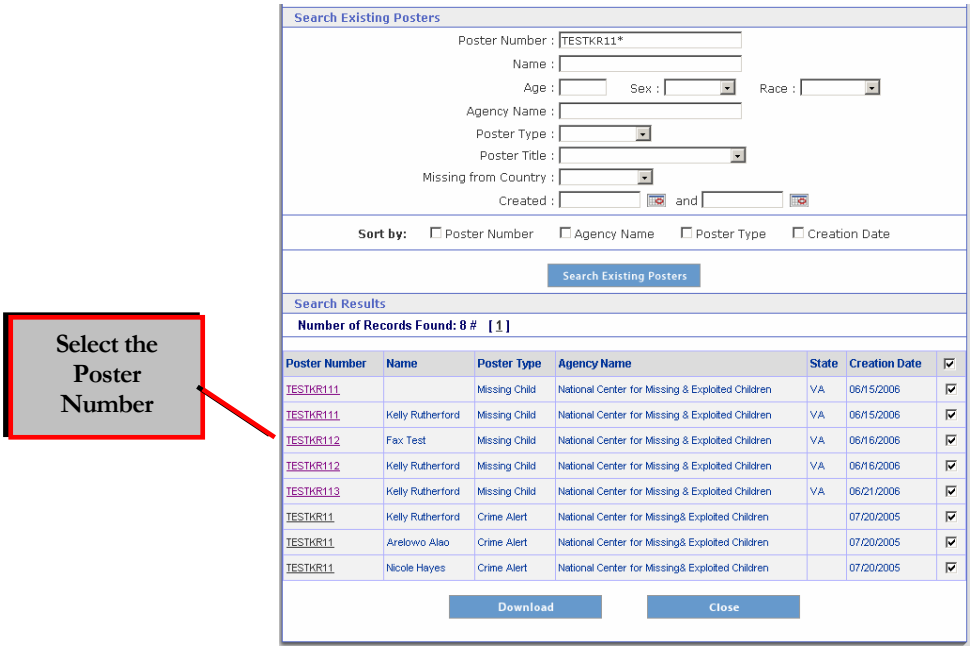

Select the Poster Number
Search Existing Posters
Poster Number : TESTKR11*
Name :
Age : Sex : Race :
Agency Name :
Poster Type :
Poster Title :
Missing from Country :
Created : and
Sort by: Poster Number Agency Name Poster Type Creation Date
Search Existing Posters
Search Results
Number of Records Found: 8 # [1]
Poster Number | Name | Poster Type | Agency Name | State | Creation Date
TESTKR111 | | Missing Child | National Center for Missing & Exploited Children | VA | 06/15/2006
TESTKR111 | Kelly Rutherford | Missing Child | National Center for Missing & Exploited Children | VA | 06/15/2006
TESTKR112 | Fax Test | Missing Child | National Center for Missing & Exploited Children | VA | 06/16/2006
TESTKR112 | Kelly Rutherford | Missing Child | National Center for Missing & Exploited Children | VA | 06/16/2006
TESTKR113 | Kelly Rutherford | Missing Child | National Center for Missing & Exploited Children | VA | 06/21/2006
TESTKR11 | Kelly Rutherford | Crime Alert | National Center for Missing& Exploited Children | | 07/20/2005
TESTKR11 | Arelowo Alao | Crime Alert | National Center for Missing& Exploited Children | | 07/20/2005
TESTKR11 | Nicole Hayes | Crime Alert | National Center for Missing& Exploited Children | | 07/20/2005
Download
Close

Figure 40: List of Existing Posters

# Editing Text of an Existing Poster

1. To locate a poster, **proceed to the *Search Existing Posters* section** on the LOCATER home page. **Refer to the "Searching for an Existing Poster" instructions on page 56.**

2. To display the poster, **click on the underlined link** on the left side of the table in the *Poster Number* column.

3. With the poster displayed, **select the fields you wish to edit**. You can add or delete text from an insertion point, or you can highlight text to be deleted or overwritten.

4. To highlight the text, **click at the start of the text.** If you use your mouse to do this, hold down the left mouse button while you drag the mouse to the right.

   **Important:** Before you view your poster in the preview mode, **click *Save*** after you make each change. **For more detailed instructions, refer to the "Previewing a Poster" instructions on page 43.**

5. **Click *Preview*** at the bottom of the *Poster Information* page to view how your edits affect the poster.

6. To change the content again, **close the *Preview Poster* page** and **repeat** the process above.

# Replacing an Image on an Existing Poster

**1.** To locate a poster, **proceed to the *Search Existing Posters*** section on the LOCATER home page. **Refer to the "Searching for an Existing Poster" instructions on page 56.**

2. To display the poster, **click on the underlined link** on the left side of the table in the *Poster Number* column.

3. With the poster displayed, **click on the desired *Photo* tab** (*see* Figure 41).

4. **Click *Browse*** to upload the image as described in the **"Entering Poster Information" instructions under the "Photo Section" instructions on page 40.**

5. **Click *Save & Continue***.

**6.** If you want to look at the edited poster, **click *Preview*** on the right side toolbar.

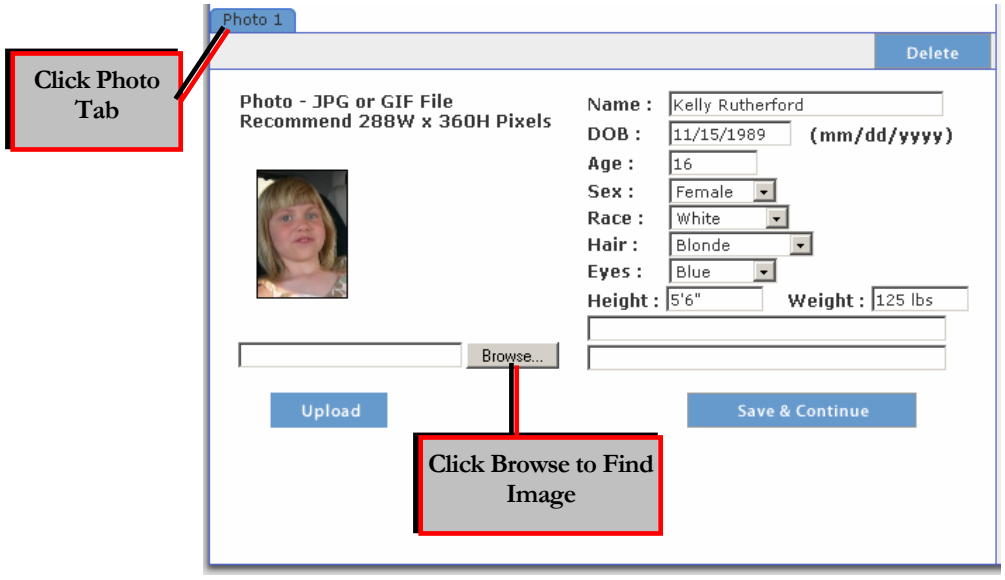



Figure 41: Replacing an Image on an Existing Poster

# Marking a Poster as "CASE RESOLVED"

The purpose of a **CASE RESOLVED** poster is to inform agencies that an investigation has been closed. We suggest that you send the **CASE RESOLVED** poster to the same agencies that received the original poster.

1. To create a **CASE RESOLVED** poster, you will need to search for the original poster you created.

2. To locate the poster, **proceed to the *Search Existing Posters*** section on the LOCATER home page. **Refer to the "Searching for an Existing Poster" instructions on page 56.**

3. With the original poster displayed, **select *Resolve Poster*** from the right side toolbar.

4. You will be prompted with a series of questions, answer appropriately.

   - Are you sure you wish to mark this case as Resolved? No/Yes
   - Did the LOCATER poster assist with resolving this case? No/Unsure/Yes
   - Can we follow up with your agency regarding this success story? No/Yes
   - Please enter your name & phone number.
   - **Click *Finish*.**

5. To view the poster for the modifications, **click *Preview*** on the right side toolbar.

6. The words **CASE RESOLVED** and an **X** should be seen across the poster (*see* Figure 41).

Figure 42: **CASE RESOLVED** Poster

7. **Click *Distribute*** to view a list of agencies to which you distributed the original poster.

8. **Click *Send*** to re-send the poster with the **CASE RESOLVED** message. To view the list of agencies that received this updated message, **click *Status Report*. Click *OK***.

9. To remove the **CASE RESOLVED** message, repeat steps 1 & 2, then on the right tool bar, **click *Reopen Poster*** then ***OK***.

# Deleting a Poster

Deleting a poster will permanently remove it from the NCMEC server. It will no longer be available for future reference and will no longer be found when using the ***Search Existing Posters*** function.

- To delete a poster, **click *Delete Poster*** on the right side toolbar. A dialog box will appear with the message, "*Are you sure you want to delete the poster?*"

- To delete the poster so that it is no longer available to other LOCATER users, **click *OK.***

- If you do not want to delete the poster, **click *Cancel.***

APPENDIX

# APPENDIX

# Appendix A
# Frequently Asked Questions

*Below are a series of Frequently Asked Questions. You may want to read through this list before placing a call to the Helpdesk.*

# Appendix B: Getting Help

## Please Enter Your LOCATER Account Information

**LOCATER ID:** _____

**PASSWORD:** _____

FOR TECHNICAL ASSISTANCE WITH THE *LOCATER* SYSTEM
**LOCATER Helpdesk 1-877-446-2632 extension 6389**

TO GIVE COMMENTS & SUGGESTIONS ABOUT THE PROGRAM
**LOCATER Information Line at 1-877-446-2632 extension 6389**

FOR MORE INFORMATION ABOUT THE LOCATER PROGRAM
***LOCATER* Information Line at 1-877-446-2632 x6389**

**Please keep this information readily available in case you need to reinstall LOCATER**

*through this list before placing a call to the Helpdesk.*

# Appendix C: LOCATER Fax Terms of Service Agreement

LOCATER™

**Fax Service**
**Terms of Service Agreement**

**IMPORTANT READ CAREFULLY**: This Terms of Service Agreement (hereinafter referred to as the "Agreement") is a legal agreement between you (hereinafter referred to as "User" or "Users") and The National Center for Missing and Exploited Children (hereinafter referred to as "NCMEC"), a nonprofit corporation having its principal place of business at 699 Prince Street, Alexandria, Virginia 22314-3175, for access to and use of the LOCATER web-based fax service (hereinafter referred to as the "Fax Service"). By accessing or otherwise using the Fax Service, User agrees to be bound by the terms and conditions of this Agreement. If User does not agree to the terms and conditions of this Agreement, then User is not authorized to use the LOCATER Fax Service.

**TERMS & CONDITIONS FOR ACCESS TO AND USE OF FAX**

**1. Description of Fax Service**

1.1 As an additional feature of NCMEC's LOCATER program, NCMEC is offering a Fax Service designed to allow Users to transmit, by electronic facsimile (fax), NCMEC's posters through a third party vendor using NCMEC's web-based LOCATER system. All fax charges are the responsibility of the User and will be billed directly to the User by the third party vendor. However, NCMEC will be responsible for the following: (a) fax charges for all AMBER Alert poster types; and, (b) fax charges for each User's first two hundred (200) faxes of Missing Child/Children poster types. In addition to paying all applicable fax charges (with the exceptions set forth above), each User must: (a) provide its own access to the world wide web and pay any service fees associated with such access; (b) provide all equipment necessary to make such connection to the world wide web, including computer hardware and software; (c) use a computer with Windows® 98 or later Windows® operating system; (d) provide any Internet connection necessary to access the Fax Service; (e) provide all necessary office supplies; and (f) complete such Registration Form as might be required by the third party vendor.

**2. User's Registration and Other Obligations**

2.1 In consideration of use of the Fax Service, User agrees to: (a) provide true, accurate, current and complete information about User as prompted by the third party vendor's Registration Form (hereinafter referred to as the "Registration Form"); (b) maintain and update such information so as to keep it true, accurate, current and complete; and (c) comply with the terms and conditions of this Agreement and any agreement required by the third party vendor. In the event the information provided by User to the third party vendor is untrue, inaccurate, not current or incomplete, then such shall be grounds for termination of User's current and future use of the Fax Service.

**3. Account Designation and Password**

3.1 Upon completion of the Registration Form, the third party vendor will provide User with an account designation and a password (herein referred to as the "Account Designation" and "Password") which will allow User to access and use the Fax Service.

3.2 User represents and warrants to NCMEC that User is legally able to form a binding contract, and that all information User provides to the third party vendor will be true, accurate, current and complete.

3.3 User shall safeguard such Account Designation and Password and shall not share it with any other person, entity or agency.

3.4 If at any time User has reason to believe that the confidentiality of its Account Designation and/or Password has been breached (including, but not limited to, when/if the computer equipment containing the Account Designation is lost, stolen, disposed of or replaced), User shall immediately notify the third party vendor.

**4. Term and Termination**

4.1 This Agreement is effective as of the date User first accesses the Fax Service via its Account Designation and Password and shall continue in effect until terminated by either User or NCMEC.

4.2 User agrees that NCMEC may terminate User's use of the Fax Service if NCMEC determines, in its sole and absolute discretion, (a) that User has violated or acted inconsistently with the letter or spirit of this Agreement, or (b) that User has violated the rights of NCMEC or other Users or parties.

4.3 User acknowledges and agrees that any termination of the Fax Service under any provision of this Agreement may be effected unilaterally without prior notice.

4.4 Either party may terminate this Agreement immediately at any time for any reason without fault upon notice to the other party.

**5. License**

5.1 NCMEC grants User a non-exclusive, non-transferable, non-assignable, limited right to access and use the Fax Service only for the purposes defined in Section 7 as "Acceptable Use" and subject to the terms and conditions of this Agreement.

5.2 User must only access the Fax Service via the Account Designation and Password provided to User by the third party vendor.

5.3 Only Authorized Users, as that term is defined in Section 6, may access and use the Fax Service.

**6. Authorized Users**

6.1 Authorized Users shall be defined as any law enforcement agency personnel to whom the third party vendor has provided an Account Designation and Password to access the Fax Service and who is otherwise an authorized LOCATER user as determined by NCMEC.

6.2 All Authorized Users shall safeguard the Account Designation and Password, only use the Fax Service for Acceptable Uses (as defined in Section 7), and maintain the confidentiality of the Fax Service intellectual property in a manner consistent with the provisions of this Agreement.

**7. Acceptable Use**

7.1 The term "Acceptable Use" as used in this Agreement shall be use of the Fax Service by Authorized Users to distribute LOCATER posters.

7.2 User agrees that User is solely responsible for its communications and the results thereof. User further agrees that it will use the Fax Service in strict compliance with all local, state, national, and international rules, regulations and laws, including the applicable laws regarding the transmission of technical data exported from User's country of origin and/or the United States.

**8. Unauthorized Use**

8.1 Any use, other than that which is defined as an Acceptable Use in Section 7.1, shall be defined as an Unauthorized Use.

8.2 Without limiting the generality of Section 8.1, User shall NOT use the Fax Service to:

a. upload, post, email, transmit or otherwise make available any content that is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, pornographic, or racially, ethnically or otherwise objectionable or illegal;
b. take any action, direct or indirect, that would be inconsistent with the general goals and objectives of child safety and child protection, that would violate any of the terms and conditions of this Agreement or that would reflect adversely upon NCMEC;
c. transmit, e-mail, upload or otherwise disseminate any content that would infringe the intellectual property rights of another party or would otherwise interfere with other proprietary, contractual, or fiduciary obligations of another;
d. transmit, e-mail, upload or otherwise disseminate advertising, promotional materials, "junk mail", "spam", "chain letters", "pyramid schemes", or any other form of commercial solicitation or enterprise;
e. impersonate or misrepresent an affiliation with any person or entity or otherwise misrepresent or disguise the source of the e-mail and/or its contents;
f. transmit, e-mail, upload or otherwise disseminate any content that contains software viruses or any other computer code, files or programs that are designed to be destructive or deceptive;
g. alter, adapt, translate, disrupt, or interfere any part of the Fax Service or servers connected to the Fax Service;
h. use or permit any third party to use, directly or indirectly, the Fax Service for time-sharing, rental or service bureau purposes, or decompile, reverse assemble, or otherwise reverse engineer the Fax Service or cause or permit any third party (including Authorized Users) to do so; or
i. provide material support or resources (or to conceal or disguise the nature, location, source, or ownership of material support or resources) to any organization(s) designated by the United States government as a foreign terrorist organization pursuant to Section 219 of the Immigration and Nationality Act.

**9. Indemnification**

9.1 User shall indemnify, defend, and hold NCMEC harmless against any damages, losses, liabilities, expenses and costs (including, but not limited to, attorneys' fees) resulting from or arising out of any judgment, award, settlement or claim (including, but not limited to, slander, libel, defamation, or other injury) which might be entered or asserted against NCMEC by any party because of any Authorized Use or Unauthorized Use of the Fax Service by User, or by any person(s) using User's Account Designation and Password to gain access to the Fax Service.

10. **Reservation of Rights**

10.1 User may use the Fax Service only for Acceptable Uses and may not copy, modify, adapt or create derivative works.

**11. Intellectual Property**

11.1 User acknowledges and agrees that NCMEC and/or its third party suppliers own(s) all rights, title, and interest in and to the Fax Service, and any and all user guides, documentation, and other information and materials that may be provided by NCMEC (and all rights in copies and derivative works thereof), including, but not limited to, all worldwide copyrights, trade secrets, trademarks, service marks, patents, inventions, domain names, confidential information and materials, and proprietary rights therein.

11.2 User does not acquire any rights, express or implied, in the Fax Service other than those expressly stated in this Agreement.

11.3 If User becomes aware of any unauthorized use or infringement by any party of NCMEC's intellectual property subject to this Agreement, User shall promptly notify NCMEC of such use. NCMEC may take any action that it deems necessary to protect its rights and User will assist NCMEC to the extent reasonably necessary in order to protect NCMEC's rights in its intellectual property, provided that NCMEC shall be entitled solely to any recovery with respect to such rights.

**12. Modifications and Upgrades; NCMEC Right to Discontinue Service**

12.1 NCMEC reserves the right to modify or discontinue, temporarily or permanently, the Fax Service, or any part of the Fax Service, with or without advance notice. User agrees that NCMEC shall not be liable to User or any third-party for any modification or discontinuance of the Fax Service.

12.2 NCMEC may, in its sole discretion, periodically upgrade or produce new versions of the Fax Service, which User may have access to via its Account Designation and Password.

12.3 Upgrades and new versions shall be subject to the same terms and conditions as those contained in this Agreement, as amended from time to time.

**13. Disclaimer of Warranties**

13.1 USER UNDERSTANDS AND AGREES THAT IT USES THE FAX SERVICE AT ITS SOLE RISK. THE FAX SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE." NCMEC DOES NOT MAKE, AND HEREBY EXCLUDES AND DISCLAIMS, ALL WARRANTIES OR REPRESENTATIONS OF ANY KIND WHETHER EXPRESS OR IMPLIED (EITHER IN FACT OR BY OPERATION OF LAW), TO USER, ANY OF ITS AFFILIATES OR ANY OTHER PARTY, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, SYSTEMS INTEGRATION, TITLE, NON-INFRINGEMENT OF THIRD PARTIES' RIGHTS, NON-INTERFERENCE, EXCLUSIVITY, AND SECURE, ERROR-FREE OR UNINTERRUPTED OPERATION. NCMEC DOES NOT WARRANT THAT THE FAX SERVICE WILL MEET THE USER'S REQUIREMENTS OR EXPECTATIONS, THAT THE OPERATION OF THE FAX SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE OR THAT ANY OR ALL ERRORS IN THE FAX SERVICE CAN OR WILL BE CORRECTED. THE FAX SERVICE IS PROVIDED WITH ALL FAULTS, AND THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY, AND EFFORT IS WITH USER. FURTHERMORE, ANY ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, GIVEN TO USER BY NCMEC OR AN AUTHORIZED REPRESENTATIVE OF NCMEC SHALL NOT CREATE ANY WARRANTY, EXPRESS OR IMPLIED.

**14. Remedies and Limitations of Liability**

14.1 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, USER UNDERSTANDS AND AGREES THAT IN NO EVENT SHALL NCMEC OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OF ANY KIND WHATSOEVER (INCLUDING WITHOUT LIMITATION ATTORNEYS' FEES) ARISING OUT OF THE USE OF OR INABILITY TO USE THE FAX SERVICE (AND/OR THE USER GUIDES, DOCUMENTATION, AND OTHER INFORMATION AND MATERIALS THAT MAY BE PROVIDED BY NCMEC), INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, WORK STOPPAGE, LOST PROFITS, LOSS OF DATA, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER COMMERCIAL DAMAGES OR LOSSES, EVEN IF NCMEC IS ADVISED OF OR IN FACT SHALL KNOW OF THE POSSIBILITY THEREOF, AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED. IN ANY CASE, NCMEC'S ENTIRE LIABILITY UNDER ANY PROVISION OF THIS AGREEMENT SHALL NOT EXCEED THE AGGREGATE SUM OF ANY AMOUNTS PAID TO NCMEC BY USER FOR

USE OF THE FAX SERVICE, NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.
14.2 USER SHALL PROVIDE NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, THAT GIVE ANY THIRD PARTY ANY RIGHTS OR REMEDIES AGAINST NCMEC.

**15. Injunctive Relief & Attorneys' Fees**

15.1 If User violates or threatens to violate any of the terms or conditions of this Agreement, including but not limited to exceeding the scope of the license granted and/or violating or threatening to violate the confidentiality provisions, NCMEC may, in addition to any other rights or remedies it may have under this Agreement, or otherwise, seek, and User hereby consents to, the entry of temporary, preliminary and permanent injunctive relief, restraining and enjoining User from any further or threatened violations of any of NCMEC's rights, including but not limited to intellectual property rights, without showing that there is no adequate remedy at law and without requiring NCMEC to post a bond or make any other undertaking as a condition to such injunctive relief.
15.2 If NCMEC commences litigation to enforce any provision of or to declare a breach of this Agreement, NCMEC shall be entitled to recover its attorneys' fees and costs, in addition to any other amounts to which NCMEC may be entitled.

**16. Post-Termination Obligations & Survival of Terms**

16.1 Upon expiration or termination of this Agreement, User shall immediately discontinue all use of the Fax Service. At the direction of NCMEC, User shall immediately turn over to NCMEC all physical embodiments of the Fax Service, including without limitation, any and all user guides, documentation, and other information and materials that may have been provided by NCMEC and any copies of such materials. User's failure to do so shall entitle NCMEC to immediate injunctive relief in accordance with the provisions of Section 15.1.

16.2 Upon termination of this Agreement, the provisions of this Agreement that by their nature or by their express terms are intended to survive the Agreement shall so survive, including without limitation, the rights, interests and obligations of the parties as set forth in Sections 3.3, 9, 11, 13, 14, 15, and 16.

**17. General Provisions**

17.1 It is not the intent of the parties to create a partnership, joint venture, master-servant, principal-agent, or other relationship. This Agreement should not be construed as establishing any of these relationships between the parties. Neither party may be held liable for any act of omission or commission of the other party, and neither party is authorized to nor has the power to obligate the other party by contract, agreement, warranty, representation, or otherwise in any manner whatsoever except as may be expressly provided in this Agreement.
17.2 This Agreement shall be binding upon, and inure to the benefit of the parties, their legal representatives, transferees, successors and assigns as permitted by this Agreement.
17.3 This Agreement and all rights and obligations may not be assigned in whole or in part by either party without the prior written consent of the other, except the rights and obligations of NCMEC may be assigned to another entity in connection with a reorganization, merger, consolidation, acquisition or other restructuring involving all or substantially all of the and/or assets of NCMEC.
17.4 Except as otherwise expressly provided in this Agreement, there shall be no third party beneficiaries to this Agreement.

17.5 No delay or failure in exercising any right hereunder and no partial or single exercise thereof shall be deemed to constitute a waiver of such right or any other rights hereunder. No consent to a breach of any express or implied term of this Agreement shall constitute consent to any prior or subsequent breach.
17.6 If any provision hereof is declared invalid by a court of competent jurisdiction, such provision shall be ineffective only to the extent of such invalidity, so that the remainder of that provision and all remaining provisions of this Agreement shall be valid and enforceable to the fullest extent permitted by applicable law.
17.7 The parties will comply with all applicable laws, regulations and ordinances relating to or with respect to this Agreement.
17.8 This Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to the conflict of laws rules of any jurisdiction. The courts located in the Commonwealth of Virginia shall have exclusive jurisdiction over all claims relating to this Agreement.
17.9 This Agreement represents the entire contract between the parties hereto with respect to the subject matter set forth herein and supersedes all prior and contemporaneous negotiations, agreements, contracts, commitments and understandings, both verbal and written between NCMEC and User with respect to the subject matter set forth herein. Other than as expressly stated in Section 18, no modifications, additions or amendments to this Agreement shall be effective unless made in writing as an addendum to this Agreement and signed by duly authorized representatives of the parties. In the event this Agreement is translated, the English version shall control.
17.10 The headings in this Agreement are for convenience purposes only and should not be used in interpreting this Agreement.

**18. Amendments to Fax Service Terms of Service Agreement**

18.1 A copy of this Agreement, as it may be amended from time to time, is available for viewing on the LOCATER Website, www.locaterposters.org.
18.2 NCMEC reserves the right to amend the terms and conditions of this Agreement at any time and in its sole discretion and without direct notice to User. User's only remedy shall be to discontinue using the Fax Service. Whenever this Agreement is changed, altered, modified, or otherwise amended, such amended version will replace the older version of this Agreement on the LOCATER Website. Posting of the amended Agreement on the LOCATER Website will constitute notice to User of any such changes. (The new version number located at the bottom of the Agreement will alert User that the Agreement has been amended.) User's continued use of the Fax Service shall constitute User's consent to be bound by any and all changes to this Agreement. User is advised that it may print a copy of this Agreement, and any amendments, from the LOCATER Website.

**19. Notice**

19.1 NCMEC may provide User with notice regarding this Agreement by way of either postings on the LOCATER Website, www.locaterposters.org , e-mail, or regular mail at the addresses supplied to NCMEC by User from time to time.

User has read and understands this Agreement and agrees to be bound by its terms and conditions.

# Appendix D: Protus Application

## LAW ENFORCEMENT AGENCY ACCOUNT INFORMATION

**All fields must be completed**

### AGENCY INFORMATION – A

ORI#:

AGENCY NAME:

AGENCY ADDRESS:

STREET: CITY:

STATE: ZIP CODE:

CONTACT NAME: TITLE:

TELEPHONE: FAX #:

PROJECT LIASON NAME:

PROJECT LIASON EMAIL ADDRESS:

### AGENCY CONTACT INFORMATION - B

AGENCY PRINCIPALS:

1) AGENCY HEAD:

PHONE: EMAIL:

2) ACCOUNTS PAYABLE / BILLING CONTACT:

PHONE: EMAIL:

3) ALTERNATE CONTACT:

PHONE: EMAIL:

### BUSINESS REFERENCES – C – PLEASE PROVIDE 3 VENDOR / SUPPLIER REFERENCES

1) COMPANY NAME: STREET:

CITY: PROV/STATE: POSTAL/ZIP CODE:

CONTACT: TELEPHONE: FAX:

2) COMPANY NAME: STREET:

CITY: PROV/STATE: POSTAL/ZIP CODE:

CONTACT: TELEPHONE: FAX:

3) COMPANY NAME: STREET:

CITY: PROV/STATE: POSTAL/ZIP CODE:

CONTACT: TELEPHONE: FAX:

I authorize Protus IP Solutions Inc. to request and obtain credit information in order to extend credit for the services requested. I understand that any such information will be used for determining a credit line and will be held in confidence and will remain the property of Protus IP Solution's, whether or not credit is extended. Please fax completed form to 1.866.260.7197 or contact Richard Solomon at 1.888.733.0000 x 642 with questions.

All of the above information is true and correct to the best of my belief and knowledge.

SIGNATURE: _____ DATE: _____

# NOTES: